

TDRA

هيئة تنظيم الاتصالات والحكومة الرقمية
TELECOMMUNICATIONS AND DIGITAL
GOVERNMENT REGULATORY AUTHORITY



Service Guide

Telecommunications & Digital Government Regulatory
Authority (TDRA)

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Introduction

The Telecommunications and Digital Government Regulatory Authority (TDRA) was established in the (State of) United Arab Emirates (UAE) pursuant to Federal Law by Decree No. (3) of 2003 (Telecom Law), regarding the Regulation of the Telecommunications Sector of UAE. Since its inception, TDRA has exceeded expectations by achieving its projected goals in record time.

The role of TDRA revolves around two key areas: Regulating the telecommunications sector and enabling government entities in digital transformation.

Firstly, regulating the telecom sector in UAE

TDRA derives this pivotal role from Telecom Law and its Executive Order. The objectives of TDRA in this regard are to: ensure adequacy of telecommunications services throughout the UAE; achieve enhancement of services, both in terms of quality and variety; ensure quality of service (QoS) and adherence to license terms by licensees; encourage ICT services within the UAE; promote and enhance the UAE's telecommunications sector by training, development and establishing industry-related training institutes; resolve disputes that may arise between licensed providers; establish and implement a regulatory and policy framework; promote modern technology; contribute to developing the country's human capital; promote research and development (R&D), guaranteeing that the UAE assumes an advanced regional role in the ICT sector.

Secondly, enabling government entities in digital transformation

Law No. (3) of 2011 required that the function of the federal e-government be transferred to TDRA. In May 2013, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, UAE Prime Minister and Ruler of Dubai launched the digital government (DGOV) initiative. The Supreme Committee was then formed, which referred the implementation of the initiative to TDRA with funding from the ICT Fund.

Since then, TDRA's enabling role has been enhanced as it became responsible for the overall digital infrastructure in the country. This was embodied through the Federal Electronic Network (FedNet) and its connection with local networks in Abu Dhabi and Dubai. This role is also demonstrated in other projects such as managing the official portal of the UAE government, establishing and developing of the Government Service Bus (GSB), the UAE Pass digital identity, and monitoring and measuring of DGOV enablers and others.

TDRA was entrusted with several ICT-related responsibilities within the UAE and abroad. TDRA is responsible for representing the UAE at many international forums, as it was elected to the ITU Council of the United Nations for the years 2006-2010, as well as being a member in each of the Telecommunications Regulatory Authorities of the Arab Network (AREGNET), the Arab Spectrum Management Group (ASMG), and the GCC Technical Committee.

Aim of the Guide

TDRA is committed to enhance its customers' experience by hearing their opinions and suggestions in order to develop and improve the quality, efficiency and type of services, allowing all customer groups constant contact with it through designated communication channels.

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

This guide is an embodiment of TDRA's services strategy, which stems from its constant endeavor to ensure the trust of its customers and enhance its partnership with the public and private sectors in an environment of innovation and leadership in launching and implementing projects. This guide has been developed to guarantee an evolved service level and to be a comprehensive directory of the services.

TDRA Strategic Directions

- ◆ **OUR VISION:**
The UAE is a global leading country in ICT.
- ◆ **MISSION:**
We strive to be a leading body in sponsoring the ICT sector of the United Arab Emirates, committed to maintaining positive competition to protect the interests of subscribers, and promoting digital transformation of federal entities and their services, by relying on national competencies to apply best international standards and practices in sector supervision and encouraging creativity and investment.
- ◆ **VALUES:**
 - Collaboration
 - Commitment
 - Customer Happiness
 - Empowerment
 - Leadership
 - Sustainability
- ◆ **GOALS:**
 - Develop a fair regulatory environment for UAE's ICT sector to promote competitiveness and effective sustainability.
 - Improve the quality of services provided in UAE's ICT sector to keep abreast of technological advances in the telecommunications sector.
 - Enhance the smart lifestyle of UAE.
 - Ensure the delivery of administrative services in accordance with the standards of quality, efficiency and transparency.
 - Instill a culture of innovation in the corporate work environment.
 - Leadership in the digital infrastructure of UAE.

Strategic Directions in Service Delivery

TDRA follows strategic directions for providing digital services in alignment with the wise guidelines of the Government of UAE. This approach was encapsulated in the launch of the "UAE Government Promise for Future Services" initiative, which aims to articulate the core principles of designing and delivering government services to the UAE government.

The key principles of the UAE Government Charter for Future Services, on which TDRA relies in delivering its services to the community, are as follows:



Customer Communication Channels

TDRA offers multiple communication channels for its customers, including channels for processing transactions and accessing procedural services, as well as others for inquiries, complaints, and feedback. These channels encompass both self-service and assisted options, as follows:

Website, Smart App, Toll Free, Customer Happiness Centers, Social Media Channels, Email.



نسخة الصم



Customer Classifications

Customer Classifications

NGOs Government Sector Business Sector Individuals

International organizations accredited to UAE	Semi-government entities	Local government entities	Federal government entities	Local	International	Age group	Nationality
	Embassies and diplomatic missions			Communication/connectivity provide	International firms	Under 18 years	Citizen(s)
				Trust Service Providers (TSPs)		From 18 to 59 years	Other nationalities
				Accredited national domain registrar		60 years and over	
				Licensed SIM Card Points of Sale			
				Telecom Equipment Providers			

Main Service

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Main Service: Customer Service

Service Name	Submit a suggestion
Service Description	TDRA provides customers with the ability to submit suggestions regarding its services, initiatives and events to improve and develop work procedures
Service Package	No service package
Service Category & Type	Sub-service - informational
Service Complication Level	Complex service
Service Outcome	Suggestion evaluation result
Service Conditions	No service conditions
Time to Service Delivery	7 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Individuals Business Sector Government Sector Non-Governmental Organizations
Service Delivery Channels	Call Center TDRA Website Smart App
Required Documents	Supporting documents of the suggestion (if any)
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form and attach supporting documents (if any) - Study the suggestion by a specialized team at the Authority - Receive the response to the suggestion from the Authority
Service Fees	Free of charge
Payment Method	N/A

Service Specificity No service remarks

Main Service: Customer Service

Service Name	Dispute Resolution with Service Providers
Service Description	A service available to telecom service consumers in the UAE to assist them with resolving any dispute that may arise between them and telecom service providers approved by TDRA as per the laws and regulations applicable in the UAE
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	Dispute resolution between the customer and telecom service providers
Service Conditions	First, the customer (applicant) has to file a complaint with the service provider. If the customer is not satisfied with the resolution of the complaint, they can apply for this service
Time to Service Delivery	5 working days for regular disputes 10 working days for medium disputes 15 working days for complex disputes
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Individuals Business Sector Government Sector Non-Governmental Organizations
Service Delivery Channels	Call Center TDRA Website Smart App
Required Documents	- Supporting documents of the dispute (if any)
Service Steps	- Login using the UAE Pass - Fill in the service application form - Follow-up on the service request - Send the Authority's response regarding the dispute to the customer and resolve the dispute

Service Fees	Free of charge
Payment Method	N/A
Service Specificity	Please note that this service is for complaints against telecom service providers and not against the Authority, as there is another service for complaints against the Authority

Main Service: Customer Service

Service Name	Make an inquiry
Service Description	TDRA provides customers with the ability to inquire about its services, initiatives, or events, or to inquire about the status of an already submitted service request, or any other inquiries
Service Package	No service package
Service Category & Type	Sub-service - informational
Service Complication Level	Normal service
Service Outcome	Respond to customer inquiry
Service Conditions	No service conditions
Time to Service Delivery	<ul style="list-style-type: none"> - Immediately using artificial intelligence - One working day according to the submitted request
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Individuals, Business Sector, Government Sector, Non-Governmental Organizations
Service Delivery Channels	Call Center TDRA Website Smart App
Required Documents	Supporting documents of the inquiry (if any)

Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form and attach supporting documents (if any) - Receive the response to the inquiry from the Authority
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: Customer Service

Service Name	Submit a complaint
Service Description	TDRA provides customers the ability to file a complaint about any of its services. A complaint is defined as a written statement made to TDRA by an external party, expressing their dissatisfaction with procedures or transactions when applying for a service, or with the method of delivery
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Complaint resolution
Service Conditions	No service conditions
Time to Service Delivery	1 working day
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Individuals, Business Sector, Government Sector, Non-Governmental Organizations
Service Delivery Channels	Smart App TDRA Website Call Center



Required Documents	Supporting documents of the complaint (if any)
Service Steps	<p>Login using the UAE Pass</p> <p>Fill in the service application form and attach supporting documents (if any)</p> <p>The complaint will be reviewed by a specialized team at the Authority</p> <p>Receive the complaint resolution and evaluate customer satisfaction with the outcome</p>
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: Wireless Services Authorizations

Service Name	Issuance of Wireless Permits
Service Description	Through this service, TDRA issues wireless service authorizations to government entities, business owners, and individuals
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	New permit for using wireless devices
Service Conditions	A TDRA-approved wireless device must be available (for all categories)
Time to Service Delivery	9 working days
Linkage to Other Services	The service is linked to “Register & Approve Telecom Equipment” service
Service Limitation	TDRA cancels the application 30 days after the date of issuing the invoice if unpaid
Target Audience	Individuals, Business Sector, Government Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	<ul style="list-style-type: none"> - Proof of sea or air navigation (for maritime and aeronautical applications) - Ham radio practitioner permit (for amateurs)
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in and submit the application form for a wireless device usage permit or license - Pay the outstanding fees as per the issued invoice within the specified period, in accordance with the Spectrum Fees Regulation - The Authority will issue the wireless device usage permit or license and deliver it electronically to the applicant
Service Fees	According to the Spectrum Fees Regulation (available on the Website, and provided to the customer upon the service application)

Payment Method	E-payment
Service Specificity	<ul style="list-style-type: none"> - Service fees and completion times vary based on technical requirements - Security clearance is required in some cases

Main Service: Wireless Services Permits

Service Name	Renew Wireless Authorizations
Service Description	Through this service, TDRA renews wireless device usage permits for government entities, business owners, and individuals
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Complex service
Service Outcome	Renewed permit for using wireless devices
Service Conditions	A TDRA-approved wireless device must be available (for all categories)
Time to Service Delivery	9 working days
Linkage to Other Services	The service is linked to "Issuance of Wireless Permits" service
Service Limitation	Security clearances are required in some cases
Target Audience	Individuals, Business Sector, Government Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	<ul style="list-style-type: none"> - Proof of sea or air navigation (for maritime and aeronautical applications) - Ham radio practitioner permit (for amateurs)

Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in and submit the application form of renew the wireless device usage permit - Pay the outstanding fees as per the issued invoice within the specified period, in accordance with the Spectrum Fees Regulation - The Authority issues a renewed permit or license to use the wireless device and delivers it to the applicant electronically
- Service Fees	According to the Spectrum Fees Regulation
Payment Method	E-payment
Service Specificity	<ul style="list-style-type: none"> - All annual wireless service permits are renewable - The renewal process can be started 30 days before the expiration date and up to 30 days after the expiration date - The smart renewal process is activated on the expiry date resulting in the issuance of an invoice that will be available on the applicant's electronic portal for payment - The applicant may submit a cancellation request if they do not wish to renew the permit - TDRA suspends the permit

Main Service: Wireless Services Permits

Service Name	Modify Wireless Authorizations
Service Description	Through this service, TDRA modifies wireless device usage permits for government entities, business owners, and individuals
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Complex service
Service Outcome	A modified wireless device usage permit
Service Conditions	No service conditions
Time to Service Delivery	9 working days
Linkage to Other Services	The service is linked to the "Issuance of Wireless Permits" service

Service Limitation	No service limitation
Target Audience	Individuals, Business Sector, Government Sector
Service Channels	Smart App TDR Website
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in and submit the application form to modify the wireless device usage permit - Pay the outstanding fees as per the issued invoice within the specified period in accordance with the Spectrum Fees Regulation - The Authority issues the modified permit or license for wireless device usage and deliver it to the applicant electronically
Service Fees	According to the Spectrum Fees Regulation
Payment Method	E-payment
Service Specificity	No service remarks

Main Service: Wireless Services Permits

Service Name	Cancel Wireless Authorizations
Service Description	Through this service, TDR cancels the wireless device usage permit
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Express service
Service Outcome	A cancelled wireless device usage permit
Service Conditions	No service conditions

Time to Service Delivery	Immediate upon service application submission
Linkage to Other Services	The service is linked to the "Issuance of Wireless Permits" service
Service Limitation	The applicant may submit a request to cancel the permit at any time during the validity period and up to 30 days after the expiry of the validity period
Target Audience	Individuals, Business Sector, Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in and submit the application form to cancel the wireless device usage permit - The Authority will cancel the permit upon receiving the service request
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	Cancellation of a wireless device usage permit is an automated process that takes place immediately after the request has been submitted, and it is free of charge

Main Service: Internet Activities Accreditation

Service Name	NOC for Practicing E-Activity
Service Description	TDR provides a no-objection certificate for an online activity to individuals and entities that wish to engage in an activity of an economic nature on the Internet in the UAE, through websites, applications or social media accounts
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	E-activity NOC
Service Conditions	<ul style="list-style-type: none"> • If the activity will be conducted through a website, it must be of a national domain name (.ae) • If the activity will be conducted on social media (X, Facebook, Instagram, etc.), account names and links must be provided. In case of changing the account name in the future, a new application is required • If the activity relates to an app on an app store (like Apple iOS and Google Play), one of the following must be provided: <ul style="list-style-type: none"> - Name and link of the app (if any), or - If the app is under development, provide website link, app description and main interface images
Time to Service Delivery	2 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Individuals Business Sector
Service Delivery Channels	Smart App TDR Website
Required Documents	<ul style="list-style-type: none"> - Attach a commercial license if available - Attach NOCs from the competent authorities for the restricted activities
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form - Attach a commercial license (if available). and NOCs from the competent authorities for the restricted activities



	<ul style="list-style-type: none">- The application will be reviewed by a specialized team at the Authority- Receive the NOC
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: SIM Card Point of Sale Registration

Service Name	SIM Card Point of Sale Registration
Service Description	This service facilitates the registration of mobile SIM card Points of Sale (PoS) in the UAE
Service Package	When adding the activity of selling SIM cards with the Department of Economic Development - Abu Dhabi, a certificate of registration as a PoS is obtained within the same service request
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Mobile SIM Card PoS Registration Certificate (valid for 2 years)
Service Conditions	A valid commercial license including the activity of selling mobile SIM cards is required
Time to Service Delivery	1 working day
Linkage to Other Services	No linked service
Service Limitation	For the commercial activity issued by the Department of Economic Development in the Emirate of Abu Dhabi, applying for the service is possible only through it
Target Audience	Business Sector
Service Delivery Channels	Smart App TDR Website
Required Documents	<ul style="list-style-type: none"> - Valid commercial license including the activity of selling SIM cards - Authorization letter - Site/location map - No-objection certificate (NOC) from telecom service providers - Vendor ID cards - Proof of installation of surveillance cameras at the PoS/sales outlet
Service Steps	<ul style="list-style-type: none"> - Login using UAE Pass - Fill in the service application form - Attach all required documents to obtain the service - Pay service fees - The application will be reviewed by a specialized team at the Authority - Receive the mobile SIM card PoS registration certificate
Service Fees	Application fee: AED 2,500
Payment Method	E-payment

Service Specificity No service remarks

Main Service: SIM Card Point of Sale Registration

Service Name	Renew SIM Card Point of Sale Registration
Service Description	Through this service, the applicant can renew the registration of a mobile SIM card Point of Sale (PoS) in the UAE
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Normal service
Service Outcome	A renewed mobile SIM card PoS registration certificate
Service Conditions	No service conditions
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to the "SIM Card Point of Sale Registration" service
Service Limitation	No service limitation
Target Audience	Business Sector
Service Delivery Channels	Smart App TDR Website
Required Documents	<ul style="list-style-type: none"> - Valid trade license - External and initial approvals - Authorization letter from the company along with a copy of the authorized person's Emirates ID card
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form - Attach all required documents to obtain the service - Pay service fees - The application will be reviewed by a specialized team at the Authority - Obtain the renewed mobile SIM card PoS registration certificate
Service Fees	Application fee: AED 2,500
Payment Method	N/A

Service Specificity No service remarks

Main Service: SIM Card Point of Sale Registration

Service Name	Modify SIM Card Point of Sale Registration
Service Description	Through this service, the applicant can modify the details of a mobile SIM card Point of Sale (PoS) registration certificate in the UAE
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Normal service
Service Outcome	Modification of data in TDRA's system, or an updated mobile SIM card PoS registration certificate, if the amendment applies to a trade name or geographical location
Service Conditions	No service conditions
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to the "SIM Card Point of Sale Registration" service
Service Limitation	For the commercial activity issued by the Department of Economic Development in the Emirate of Abu Dhabi, applying for the service is possible only through it
Target Audience	Business Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	<ul style="list-style-type: none"> - Valid commercial license including the activity of selling mobile SIM cards - External and initial approvals - NOC from the licensee
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass and access the company account - Fill in the service application form - Attach all required documents to obtain the service - Pay service fees (if any) - The application will be reviewed by a specialized team at the Authority. - Data modification on TDRA's system or obtaining an updated certificate, if the modification involves the trade name or geographical location
Service Fees	In case of modification to the trade name or geographical location, a data modification fee applies: AED 100

Payment Method E-payment

Service Specificity If the modification is applicable without the need to re-issue a new certificate, the service would be free of charge

Main Service: SIM Card Point of Sale Registration

Service Name Cancel SIM Card Point of Sale Registration

Service Description Through this service, the applicant can cancel the registration of a mobile SIM card point of sale in the UAE

Service Package No service package

Service Category & Type Complementary - procedural

Service Complication Level Normal service

Service Outcome - Registration cancellation of mobile SIM card PoS
- No Objection Letter from TDRA

Service Conditions No selling activity of mobile SIM cards in the commercial/trade license

Service Turnaround Time 1 working day

Linkage to Other Services The service is linked to the "SIM Card Point of Sale Registration" service

Service Limitation No service limitation

Target Audience Business Sector

Service Delivery Channels TDRA Website
Smart App

Required Documents - Valid commercial/business license
- Letter from the relevant economic department stating the cancellation of activity or license
- Letter from the company stating the cancellation of activity or license

Service Steps - Login using the UAE Pass and access the company account
- Fill in the service application form
- Attach all required documents to obtain the service
- The application will be reviewed by a specialized team at the Authority
- Receive No Objection Letter addressed to the relevant economic department



Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: Internet of Things Services

Service Name	Registration of Internet of Things services
Service Description	A service that allows businesses and entities to obtain a certificate of approval for delivering Internet of Things (IoT) services
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	The authority's approval certificate to practice IoT service delivery
Service Conditions	The company must be licensed locally or have a legal representative in the country
Time to Service Delivery	2 working days
Linkage to Other Services	No linked services
Service Limitation	If the requested service is classified as critical, the recommendation of the National Internet of Things Advisory Board is obtained, and then the approval of TDRA is obtained
Target Audience	Business Sector Government Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	<ul style="list-style-type: none"> - TDRA Network connection diagram of the service. - Disclaimer letter for the device used in the service as supporting evidence (if applicable) - Evaluation reports or certificates related to information security standards (if any) - System evaluation report in terms of penetration testing and vulnerabilities (if available)
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form - The Authority will conduct an internal evaluation of the service - The authority's decision on the service
Service Fees	Free of charge



Payment Method N/A

Service Specificity No service remarks

Main Service: Telecommunication Supplier Services

Service Name	Customs Release Permit for Telecommunication Devices
Service Description	Through this service, TDRA issues customs clearance permits for telecommunications equipment in the UAE
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Express service
Service Outcome	Customs release permit
Service Conditions	<ul style="list-style-type: none"> - For individuals: A device compatible with the technical requirements adopted by TDRA and published on its website - For companies: The company is registered with TDRA, and the devices are certified by TDRA
Time to Service Delivery	1 working hour
Linkage to Other Services	For companies: The service is linked to "Register Telecom Supplier" - "Register & Approve Telecom Equipment" service
Service Limitation	<p>The service is requested by:</p> <ul style="list-style-type: none"> - individuals wanting to import telecom equipment for personal use - Manufacturers and suppliers of telecom equipment in the State, and registered with TDRA - Governments and companies wishing to participate in exhibitions held within the State (whether the companies are from abroad or within the State)
Target Audience	Individuals, Business Sector, Government Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	<p><u>Documents required of individuals:</u></p> <ul style="list-style-type: none"> - Customs documents of the shipment - Technical specifications of the devices <p><u>Documents required of businesses:</u></p> <ul style="list-style-type: none"> - The approved device in the company's account - Customs declaration - Bill of lading - Device specifications

	<ul style="list-style-type: none"> - Shipping lists or invoices <p>As for companies wishing to participate in exhibitions held within the country, whether the companies are from abroad or inside the country, they must adhere to the following:</p> <ul style="list-style-type: none"> - Obtaining a letter from the organizer indicating that the company concerned is participating in the exhibition organized, together with specifying the exhibition name, venue, date, and the company's platform number - A letter of undertaking from the company addressed to TDR mentioning that the equipment will be returned to its source following the exhibition's end
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form and attach all required documents - The application will be reviewed by a specialized team at the Authority - Obtain the customs release permit
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	<p>Types of Customs Clearance Permits:</p> <ul style="list-style-type: none"> • Customs Clearance Permit for Commercial Purposes • Temporary Customs Clearance Permit • Customs Clearance Permit for Imported Telecommunications Devices for Personal use (Non-Commercial) • Permanent Customs Clearance Permit

Main Service: Telecommunication Supplier Services

Service Name	Register Telecom Supplier
Service Description	Registration of manufacturers and suppliers of telecommunications equipment in the UAE which is required prior to commencement of business
Service Package	When adding commercial activities related to telecom sector regulation with the Department of Economic Development - Abu Dhabi, a registration certificate as a manufacturer or supplier is obtained within the same service request application
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service

Service Outcome	Telecom supplier registration certificate (valid for 5 years)
Service Conditions	A valid commercial license with a telecommunications activity or initial approvals issued by economic departments/free zones is required
Time to Service Delivery	1 working day
Linkage to Other Services	No linked services
Service Limitation	For commercial activities issued by the Department of Economic Development in the Emirate of Abu Dhabi, applying for the service is possible only through it
Target Audience	Business Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents for the Service	<ul style="list-style-type: none"> - Valid commercial license with a telecommunications activity or initial approvals issued by economic departments/free zones - Authorization letter from the supplier or manufacturer
Service Steps	<ul style="list-style-type: none"> - Registration using UAE Pass - Fill in the service application form - Attach all required documents to obtain the service - Pay service fees - The application will be reviewed and approved by a specialized team at the Authority - Obtain a telecom supplier registration certificate
Service Fees	Application fee: AED 5,500
Payment Method	E-payment
Service Specificity	This service can be accessed from outside the UAE, without the need to attach a valid commercial/trade/business license

Main Service: Telecommunication Supplier Services

Service Name	Renew Registration of Telecom Equipment Supplier
Service Description	The service allows for renewing the registration of manufacturers and suppliers of telecommunications equipment in the UAE
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Normal service
Service Outcome	Renewed Telecom Supplier Registration Certificate
Service Conditions	A valid commercial/business license with a telecom activity is required
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to "Register Telecom Supplier" service
Service Limitation	No service limitation
Target Audience	Business Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	A valid commercial/business license with a telecom activity
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass and access the company account - Fill in the service application form - Attach all required documents to obtain the service - Pay service fees - The application will be reviewed by a specialized team at the Authority - Obtain a renewed telecom supplier registration certificate
Service Fees	Renewal fees: AED 5,100

Payment Method E-payment

Service Specificity You can initiate the service request a month prior to certificate expiry or within 15 days of expiry

Main Service: Telecommunication Supplier Services

Service Name Modify Registration of Telecom Equipment Supplier

Service Description The service allows for modifying the registration data of manufacturers and suppliers of telecommunications equipment in the UAE

Service Package No service package

Service Category & Type Complementary - procedural

Service Complication Level Normal service

Service Outcome Data modification in TDRA's system / an updated certificate if the modification involves the tradename/business name or geographical location

Service Conditions No service conditions

Time to Service Delivery 1 working day

Linkage to Other Services The service is linked to "Register Telecom Supplier" service

Service Limitation No service limitation

Target Audience Business Sector

Service Delivery Channels TDRA Website
Smart App

Required Documents In the event of a change in the tradename/business name or geographical location, external approvals from the relevant authorities must be provided for the change

Service Steps

- Login using the UAE Pass and access the company account
- Fill in the service application form
- Attach all required documents to obtain the service
- Pay service fees (if any)
- The application will be reviewed by a specialized team at the Authority

	- Data modification in the TDRA's system or obtain an updated telecom supplier registration certificate if the modification involves a tradename/business name or geographical location
Service Fees	In case of modification to the trade name or geographical location, a data modification fee applies: AED 100
Payment Method	E-payment
Service Specificity	In case the supplier data modification is applicable without the need to re-issue a new certificate, the service would be free of charge

Main Service: Telecommunication Supplier Services

Service Name	Cancel Registration of Telecom Supplier
Service Description	The service allows for cancelling the registration of manufacturers and suppliers of telecommunications equipment in the UAE
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Normal service
Service Outcome	No Objection Letter from TDRA
Service Conditions	No service conditions
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to "Register Telecom Supplier" service
Service Limitation	No service limitation
Target Audience	Business Sector

Service Channels	Delivery	TDRA Website Smart App
Required Documents		<ul style="list-style-type: none"> - Letter from the relevant economic department stating the cancellation of activity or license - Certified letter from the company/business stating the cancellation of activity or license
Service Steps		<ul style="list-style-type: none"> - Login using the UAE Pass and access the company account - Fill in the service application form - Attach all required documents to obtain the service - The application will be reviewed by a specialized team at the Authority. - Receive a No Objection Letter addressed to the relevant economic department
Service Fees		Free of charge
Payment Method		N/A
Service Specificity		No service remarks

Main Service: Telecommunication Supplier Services

Service Name	Register and Approve Telecommunication Equipment	
Service Description	<p>Registering and approving telecommunications devices before they are put up for sale in the country's markets by providing the required information and documents in the type approval system. Requirements vary depending on the severity of the device to be approved, where device types are identified for each severity level and divided into three levels as follows:</p> <ul style="list-style-type: none"> - Level 1: Lowest risk and does not require technical inspection - Level 2: Medium risk and sometimes requires technical inspection as requested by TDRA - Level 3: Highest risk and requires technical inspection of devices <p>Classifications of telecom devices according to their severity levels can be checked in the "Service Specificity" section</p>	
Service Package	No service package	
Service Category & Type	Sub-service - procedural	
Service Level	Complication	Normal service

Service Outcome	Telecom equipment registration certificate
Service Conditions	Register as a telecom (equipment) supplier with TDRA
Time to Service Delivery	<ul style="list-style-type: none"> - Level 1: 1 working day - Level 2: 5 working days - Level 3: 10 working days
Linkage to Other Services	The service is linked to “Register Telecom Supplier” service
Service Limitation	<p>This service is for companies and factories registered as suppliers of telecom devices only</p> <p>Customers can opt to have their devices inspected by TDRA for a fee specified under “Service Fees”</p>
Target Audience	Business Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	<ul style="list-style-type: none"> - Official technical data sheet for all levels - Test report for radio, electromagnetic field and safety standards issued by an accredited laboratory (International Laboratory Accreditation Corporation - ILAC Levels II and III) - Certificate of international mobile subscriber identity (IMSI) for smart network-enabled devices - Provision of device samples <p>One sample of the following types of devices:</p> <ul style="list-style-type: none"> - Wireless LANs (WLANs) or Wi-Fi - Analogue Private Mobile Radio (PMR) Equipment - Maritime services radio - Amateur Radio - TETRA <p>Two sample of the following types of devices:</p> <ul style="list-style-type: none"> - Mobile phone - Drone <p>Note: Customers can have their devices inspected by TDRA for a fee specified in “Service Fees”</p>
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form - Submission of all required documentation - Pay service fees - Review the application and approve it by a specialized team at the Authority - Pay the certificate issuance fee - Obtain a telecom equipment registration certificate

Service Fees

- Transaction review fee: AED 500
- Certificate issuance fee: AED 200
- Device inspection fee (upon customer request):
 - Emergency Broadcast Test 2100 AED
 - Amateur, small boat & PMR Test 1400 AED
 - Wi-Fi 8100 AED
 - Mobile Phone (3G) 2600 AED
 - Mobile Phone (4G) 2600 AED
 - Mobile Phone (5G) 4000 AED
 - Bluetooth 2700 AED
 - Performance (IOP) 2100 AED
 - eCall 6100 AED
 - ISM band & SRD/LPD 1400 AED
 - NB-IOT 3800 AED
 - Advance Mobile Location 2800 AED
 - Calling Name Presentation 1700 AED

Payment Method

E-payment

Service Specificity

Telecom devices are rated according to their severity/risk level into:

- Level 1 (Lowest risk):
 - Short range devices / Low power Devices
 - Bluetooth
 - NFC
 - RFID
 - (Tablet) With Wi-Fi Only
 - GNSS Receiver
 - Radio beacons
 - VSAT
 - BGAN
 - GMPCS
 - DECT (ETSI) - 1881.792 - 1897.344 (10 RF Carriers)
 - DECT - 2.4Ghz
 - DECT - 5 Ghz
 - PHS 1895.00 – 1898.75 (Channel 1 to 12)
 - Group A - 46 MHz/ 49 MHz
 - Group B - 31 MHz/ 40 MHz
- Level 2 (Medium risk):
 - GPS - Tracking Device
 - Amateur Radio
 - Analogue Private Mobile Radio (PMR) Equipment
 - PSME
 - Maritime services radio
 - TETRA
 - Radio with SIM
 - Wireless LANs (WLANs) or Wi-Fi
 - Fixed point-to-point radio systems
 - Point-to-multipoint radio systems
 - USB data modem
 - Mobile hotspot
 - GSM modules
 - Tablet / PC
 - Telematics Control Unit -TCU
 - Pager
 - Radars
 - Landline/Fixed-line Telephone
 - Fax Machine



- Modem (specify type)
- PABX
- xDSL modem
- Level 3 (Highest risk):
 - Telematics Control Unit -TCU & Analogue Private Mobile Radio (PMR)

Main Service: Telecommunication Supplier Services

Service Name	Renew Approval of Telecommunication Devices
Service Description	Renewal of telecommunications equipment approval registration in the UAE, requested a month prior to the expiry of the device approval certificate or within 15 days of expiration
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Express service
Service Outcome	Renewed type approval certificate
Service Conditions	No service conditions
Time to Service Delivery	Immediate
Linkage to Other Services	The service is linked to “Register and Approve Telecommunication Equipment” service and “Register Telecom Supplier” service
Service Limitation	<ul style="list-style-type: none"> - This service is for companies and factories registered as suppliers of telecom devices only - An amount of AED 100 will be calculated for each month as a late fee after the end of the renewal period for a period of 6 months, after which the transaction will be cancelled
Target Audience	Business Sector Non-Governmental Organizations
Service Delivery Channels	TDRA Website Smart App
Required Documents	No required documents

Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form - Pay service fees - Get instant renewal of telecom equipment registration certificate
Payment Method	E-payment
Service Fees	Transaction review fee: AED 100 Certificate issuance fee: AED 200
Service Specificity	N/A

Main Service: Telecommunication Supplier Services

Service Name	Modification of Telecommunications Equipment Type Approval
Service Description	Modification of the data of the telecommunications equipment registration certificate in the UAE if the modifications are as shown in the “Service Conditions” field
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Express service
Service Outcome	Modified telecom equipment registration certificate
Service Conditions	<ul style="list-style-type: none"> - The Registered Manufacturer or Importer of Telecommunications Equipment may continue to sell slightly modified equipment without the need to notify TDRA of the changes, where the minor modifications do not affect essential requirements, Technical Standards or the exterior of the Equipment - The Registered Manufacturer or Importer of Telecommunications Equipment shall notify TDRA of any modification, which would: <ul style="list-style-type: none"> • Affect equipment conformity with the essential requirements or Technical Standards • Change communicator size and shape • Change the model number or marketing name of the device - In the case of any modification to the registered equipment that may affect its conformity with the TAR essential requirements or approved Technical Standards, the Registered Manufacturer or Importer of Telecommunications Equipment shall submit a new Type Approval request
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to “Register & Approve Telecom Equipment” service

Service Limitation	<ul style="list-style-type: none"> - This service is for companies and factories registered as suppliers of telecom devices only - Valid product registration certificate
Target Audience	Business Sector
Service Channels	<p>Delivery</p> <p>TDRA Website Smart App</p>
Required Documents	Photos of devices in case of changed shape
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form - Attach all required documents - Pay service fees - The application will be reviewed by a specialized team at the Authority. - Obtain a modified telecom equipment registration certificate
Service Fees	Transaction review fee: AED 100
Payment Method	E-payment
Service Specificity	No service remarks

Main Service: Authorised Domain Registrars Services

Service Name	Accredited Domain Registrar License
Service Description	Obtaining an accredited registrar license to provide services to register, renew or modify UAE's national domain names
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	National Domain Name Registrar Accreditation License
Service Conditions	<p>Meet the requirements specified in the Registrar Agreement:</p> <ul style="list-style-type: none"> - For international and global companies, they must be licensed by the Internet Corporation for Assigned Names and Numbers (ICANN) - Signing of the Registrar Agreement - Providing services as per the requirements and conditions of the Registrar Agreement - Awareness of and commitment to the Internet Domain Name Administration (.aeDA) Policy and Code of Practice - Passing the technical and administrative tests required by TDRA
Time to Service Delivery	14 working days
Linkage to Other Services	No linked services
Service Limitation	<p>The service is particularly for the following categories:</p> <ul style="list-style-type: none"> - Local private sector companies - International and global companies, provided they are licensed by ICANN
Target Audience	Business Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	<ul style="list-style-type: none"> - Accreditation application form - Two signed copies of the Registry-Registrar Agreement (RRA) for each domain - Registrar's business/trade/commercial license - Insurance form covering all registrar operations and activities
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form - Attach all required documents to obtain the service - Pay service fees - The application will be reviewed by a specialized team at the Authority. - Submit and pass the required technical and administrative tests

	<ul style="list-style-type: none"> - Pay accreditation fees - Add an initial balance to the registry account to start registering the domain name
Service Fees	Application fee: AED 8,000
Payment Method	E-payment
Service Specificity	No service remarks

Main Service: Authorised Domain Registrars Services

Service Name	Renew Licence of Accredited Domain Registrars
Service Description	Request for renewing the license of accredited domain registrars
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Normal service
Service Outcome	Renewed national domain name registrar accreditation license
Service Conditions	Renewal fee payment
Time to Service Delivery	2 working days from receipt of fees
Linkage to Other Services	The service is linked to "Accredited Domain Registrar License" service
Service Limitation	This service is for accredited registrars only
Target Audience	Business Sector - Accredited Registrars
Service Channels Delivery	TDRA Website Smart App

Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form - Pay the renewal fee through the payment channels mentioned in the Registry-Registrar Agreement (RRA) - Send the bank transfer to the technical support team - The application will be reviewed by a specialized team at the Authority. - Obtain a renewed license
Service Fees	Application fee: AED 5,000
Payment Method	E-payment
Service Specificity	No service remarks

Main Service: Authorised Domain Registrars Services

Service Name	Accredited Registrar Account Top up
Service Description	Request for adding credit to the account of an accredited national domain registrar
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Normal service
Service Outcome	Receipt
Service Conditions	<ul style="list-style-type: none"> - The minimum balance to add is AED 5,000 - The customer must be an Accredited Registrar
Time to Service Delivery	2 working days from receiving the transfer notification
Linkage to Other Services	The service is linked to "Accredited Domain Registrar License" service

Service Limitation	This service is for accredited registrars only
Target Audience	Business Sector
Service Channels	Delivery TDRA Website Smart App
Required Documents	After depositing the balance, the bank transfer document “remittance advice” must be sent
Service Steps	<ul style="list-style-type: none"> - Login in using the UAE Pass - Deposit the balance through the payment channels mentioned in the Registry-Registrar Agreement (RRA) - Send the bank transfer document to the technical support team - Obtain a receipt
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: Authorised Domain Registrars Services

Service Name	Accredited Registrar Technical Support
Service Description	Provides necessary technical support to Accredited Registrars and responses to their inquiries by a dedicated team at TDRA
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Technical support for the accredited registrar
Service Conditions	The customer must be an Accredited Registrar
Time to Service Delivery	2 working days

Linkage to Other Services	The service is linked to "Accredited Domain Registrar License" service
Service Limitation	This service is for accredited registrars only
Target Audience	Business Sector
Service Channels	Delivery TDRA Website Smart App
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Send requests and inquiries to the technical support team, including supporting documents (if any) - Application will be reviewed by specialized team at the Authority. - Receive the necessary response and support from the Authority.
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: Trust Services

Service Name	New Application for Trust Services License
Service Description	This service aims to issue licenses to Trust Service Providers (TSPs) and Qualified Trust Service Providers (QTSPs) in the United Arab Emirates.
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	<ul style="list-style-type: none"> • TSP license • QTSP license • Amendment to the UAE Trust List
Service Conditions	<ul style="list-style-type: none"> - The application fee is non-refundable regardless of the final outcome of the application, whether approved or rejected - TDRA may reject the application if the requirements are not completed within 60 days from application submission - If the licensing application is approved, the license will be issued in return for payment of the license issuance fee in advance according to the number and type of services under the Fees Regulation - License term is two years
Time to Service Delivery	Within 30 days of application completion date
Linkage to Other Services	No linked services
Service Limitation	A beneficiary of the service is anyone who provides e-certification services directly or indirectly to the public for commercial purposes with respect to e-registries/registers/records, documentation and signatures related to transactions and e-commerce
Target Audience	Business Sector Government Sector
Service Delivery Channels	TDRA Website
Required Documents	<ul style="list-style-type: none"> - Providing the following documentation: <ul style="list-style-type: none"> • Copy of the license issued by the competent authority or otherwise entitling them to engage in activities in the country • Statement of the commercial/business activities not related to Trust Services and Qualified Trust Services that the license applicant is authorized to practice • Data of the license applicant's operating location or place of business in the country

	<ul style="list-style-type: none"> • Copy of the license applicant's work plan, showing the nature and strategy of their business, goals, marketing plans, and service delivery plan • Type of commercial/business/trade license and partners' shares therein, if any, and the organizational structure of the licensing applicant • Statement of institutional and operational capabilities/capacities of the licensing applicant • Compliance assessment report not exceeding one month • Copy of the documents submitted during the compliance assessment process • Service termination plan • Financial data report for the last fiscal year issued by a UAE-accredited auditor, proving the availability of financial resources equivalent to (5,000,000) five million AED • Providing a bank guarantee or insurance determined by TDRA, which is automatically renewed upon license renewal
	- Completing the application fee payment process on TDRA's portal
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the application form and attach all required documents - Pay the application fee through the available payment channels - The application will be reviewed by a specialized team at the Authority - Pay the approved Trust Services fees - Obtain the license
Service Fees	<ul style="list-style-type: none"> - New license application fee: 10,000 AED (one-time, regardless of the number of services) - License issuance fee for providing a Trust Service: 12,000 AED (per service, as per Fees Regulation) - License issuance fee for providing a Qualified Trust Service: 15,000 AED (per service, as per Fees Regulation)
Payment Method	E-payment
Service Specificity	No service remarks

Main Service: Trust Services

Service Name	Renewal Application for Trust Services License
Service Description	This service is designed to issue license renewals for Trust Service Providers (TSPs) and Qualified Trust Service Providers (QTSPs) in the United Arab Emirates
Service Package	TSP Licensing

Service Category & Type	Complementary - procedural
Service Complication Level	Complex service
Service Outcome	<ul style="list-style-type: none"> • Renewed TSP license • Renewed QTSP license • Amendment to the UAE Trust List
Service Conditions	<ul style="list-style-type: none"> • The application fee is non-refundable regardless of the final outcome of the application, whether approved or rejected • TDRA may reject the application if the requirements are not completed within 60 days from application submission date • If the licensing application is approved, the license will be issued in return for payment of the license issuance fee in advance according to the number and type of services under the Fees Regulation • License term is two years • The renewal applicant is obligated to submit the application, send all licensing requirements, and pay the fees before the expiration date of the license (by three months) and at most one month before license expiry. • Should the specified period of one month (30 days) be exceeded before the license expiration date, the licensee shall be deemed in violation and the administrative penalties in force in this respect shall apply.
Time to Service Delivery	Within 30 days of application completion date
Linkage to Other Services	No linked services
Service Limitation	Entities wishing to provide Trust Services and Qualified Trust Services in the United Arab Emirates
Target Audience	Business Sector Government Sector
Service Delivery Channels	TDRA Website
Required Documents	<ul style="list-style-type: none"> • Providing updated versions of the following documents: • Copy of the license issued by the competent authority or otherwise entitling them to engage in activities in the country • Statement of the commercial/business activities not related to Trust Services and Qualified Trust Services that the license applicant is authorized to practice • Data of the license applicant's operating location or place of business in the country • Copy of the license applicant's work plan, showing the nature and strategy of their business, goals, marketing plans, and service delivery plan • Type of commercial/business/trade license and partners' shares therein, if any, and the organizational structure of the licensing applicant • Statement of institutional and operational capabilities/capacities of the licensing applicant • Compliance assessment report not exceeding one month

	<ul style="list-style-type: none"> • Copy of the documents submitted during the compliance assessment process • Service termination plan • Financial data report for the last fiscal year issued by a UAE-accredited auditor, proving the availability of financial resources equivalent to (5,000,000) five million AED • Providing a bank guarantee or insurance determined by TDRA, which is automatically renewed upon license renewal
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the application form and attach all required documents - Pay the application fee through the available payment channels - The application will be reviewed by a specialized team at the Authority - Pay the approved Trust Services fees - Obtain the renewed license
Service Fees	<ul style="list-style-type: none"> - Renew license application fee: 10,000 AED (onetime, regardless of the number of services) - License issuance fee for providing a Trust Service: 12,000 AED (per service, as per Fees Regulation) - License issuance fee for providing a Qualified Trust Service: 15,000 AED (per service, as per Fees Regulation)
Payment Method	E-payment
Service Specificity	No service remarks

Main Service: Trust Services

Service Name	Cancel a service in a license for trust service providers
Service Description	This service enables the cancellation of a (Qualified) Trust Service from a valid license of (Qualified) Trust Service Providers
Service Package	TSP Licensing
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	<ul style="list-style-type: none"> • The service is cancelled from the valid license without changing the license expiration date • Amendment to the UAE Trusted List • Obtaining the updated license (as applicable)

Service Conditions	<ul style="list-style-type: none"> • The licensee may not suspend any of its activities or services without prior approval from TDRA • The licensee must notify TDRA of its desire to discontinue any of the Trust Services, Qualified Trust Services, or / and all such services, or part thereof, at least three months before the planned termination date • The application fee is non-refundable regardless of the final outcome of the application, whether approved or rejected • TDRA may reject the application if the requirements are not completed within 60 days from application submission date • If the request is approved/granted: <ol style="list-style-type: none"> 1. The service is cancelled from the valid license without changing the license expiration date 2. The Licensee shall abide by the procedures for activating the approved termination plan <p>The licensee must notify the public, including subscribers and approved parties, of its desire to discontinue any of its services, in whole or in part, at least two months before the planned termination date, and after obtaining TDRA's approval.</p>
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Required Documents	<ul style="list-style-type: none"> - Provide a Trust Service cancellation request - Provide all requirements for the remaining services: <ul style="list-style-type: none"> • Copy of the license issued by the competent authority or otherwise entitling them to engage in activities in the country • Statement of the commercial/business activities not related to Trust Services and Qualified Trust Services that the license applicant is authorized to practice • Data of the license applicant's operating location or place of business in the country • Copy of the license applicant's work plan, showing the nature and strategy of their business, goals, marketing plans, and service delivery plan • Type of commercial/business/trade license and partners' shares therein, if any, and the organizational structure of the licensing applicant • Statement of institutional and operational capabilities/capacities of the licensing applicant • Compliance assessment report not exceeding one month • Copy of the documents submitted during the compliance assessment process • Service termination plan • Financial data report for the last fiscal year issued by a UAE-accredited auditor, proving the availability of financial resources equivalent to (5,000,000) five million AED • Providing a bank guarantee or insurance determined by TDRA, which is automatically renewed upon license renewal - Completing the application fee payment process on TDRA's portal
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Time to Service Delivery	Within 30 days of application completion date
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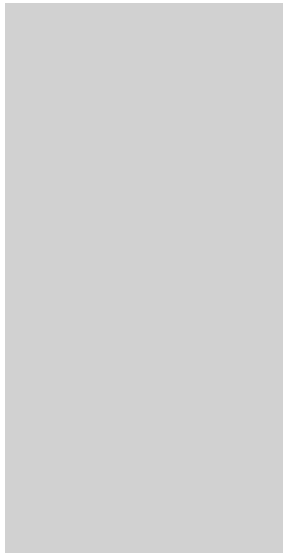
Linkage to Other Services	The service is linked to "New Application for Trust Services License" service
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Service Limitation	TSPs and QTSPs licensed by TDRA
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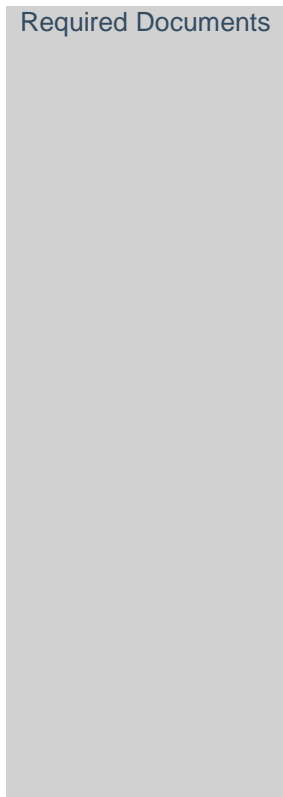
Target Audience	Business Sector Government Sector
Service Channels	Delivery TDRA Website
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the application form and provide the required data - Pay service fees through the available payment channels - Receive and review the application by a specialized team at the Authority - Service cancellation in the license - Obtain the updated license (as applicable)
Service Fees	Fee requesting cancellation of a service in the license: 10,000 AED
Payment Method	E-payment
Service Specificity	No service remarks

Main Service: Trust Services

Service Name	Modifying license information for Trust Service Providers
Service Description	This service is aimed to modify administrative and technical data in a (Q)TSP license
Service Package	TSP Licensing
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	<ul style="list-style-type: none"> - Amended TSP license - Amended QTSP license - Amendment to the UAE Trusted List
Service Conditions	<ul style="list-style-type: none"> - Submission of updated documents and meeting all requirements - The licensee must notify TDRA within a week in the event of any amendments or changes to the information provided in the license/renewal application or in the documents submitted to obtain the compliance report



- The licensee must obtain prior approval from TDRA in cases of amending or changing the data and information already submitted to TDRA as determined by TDRA, provided that the following data and information are included:
 - Establishment data, ownership, and licensee's operating location or place of business in the country
 - Technical, administrative and financial ability to manage and operate/run the services specified in the license
 - Any change in the procedure for verifying the identity of applicants for and subscribers to Trust Services or Qualified Trust Services
 - Any change to the information systems of Trust Services or Qualified Trust Services
 - Any amendments/modifications/adjustments to the termination plan
- The application fee is non-refundable regardless of the final outcome of the application, whether approved or rejected
- TDRA may reject the application if the requirements are not completed within 60 days from application submission date



- Providing updated versions of the following documents:
 - Copy of the license issued by the competent authority or otherwise entitling them to engage in activities in the country
 - Statement of the commercial/business activities not related to Trust Services and Qualified Trust Services that the license applicant is authorized to practice
 - Data of the license applicant's operating location or place of business in the country
 - Copy of the license applicant's work plan, showing the nature and strategy of their business, goals, marketing plans, and service delivery plan
 - Type of commercial/business/trade license and partners' shares therein, if any, and the organizational structure of the licensing applicant
 - Statement of institutional and operational capabilities/capacities of the licensing applicant
 - Compliance assessment report not exceeding one month
 - Copy of the documents submitted during the compliance assessment process
 - Service termination plan
 - Financial data report for the last fiscal year issued by a UAE-accredited auditor, proving the availability of financial resources equivalent to (5,000,000) five million AED
 - Providing a bank guarantee or insurance determined by TDRA, which is automatically renewed upon license renewal

Time to Service Delivery

Within 30 days of application completion date

Linkage to Other Services

The service is linked to "New Application for Trust Services License" service

Service Limitation

TSPs and QTSPs licensed by TDRA

Target Audience

Business Sector
Government Sector

Service Channels	Delivery	TDRA Website
Service Steps		<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the application form and provide the required data and documents - Pay service fees through the available payment channels - Receive and review the application by a specialized team at the Authority - Obtain the updated license (as applicable)
Service Fees		<ul style="list-style-type: none"> - Fees for amending license information: AED2,500 - Fees for amending license technical information: AED2,500
Payment Method		E-payment
Service Specificity		No service remarks

Main Service: Trust Services

Service Name	Grievance against authority decision for Trust Services
Service Description	The aim of this service is to allow the submission of a grievance request regarding a decision or violation of (Qualified) Trust Service Providers
Service Package	TSP Licensing
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	A decision by TDRA
Service Conditions	<ul style="list-style-type: none"> - Providing reasons for the grievance, supporting documents, and all requirements - The grievance request must be submitted within (14) days from the date of issuing TDRA's decision - The application fee is non-refundable regardless of the final outcome of the application, whether being granted or denied, and if the requirements are not completed within 60 days from application submission/filing date

Required Documents	<ul style="list-style-type: none"> - Provide Trust Service grievance appeal request with supporting documents - Provide all requirements: <ul style="list-style-type: none"> • Copy of the license issued by the competent authority or otherwise entitling them to engage in activities in the country • Statement of the commercial/business activities not related to Trust Services and Qualified Trust Services that the license applicant is authorized to practice • Data of the license applicant's operating location or place of business in the country • Copy of the license applicant's work plan, showing the nature and strategy of their business, goals, marketing plans, and service delivery plan • Type of commercial/business/trade license and partners' shares therein, if any, and the organizational structure of the licensing applicant • Statement of institutional and operational capabilities/capacities of the licensing applicant • Compliance assessment report not exceeding one month • Copy of the documents submitted during the compliance assessment process • Service termination plan • Financial data report for the last fiscal year issued by a UAE-accredited auditor, proving the availability of financial resources equivalent to (5,000,000) five million AED • Providing a bank guarantee or insurance determined by TDRA, which is automatically renewed upon license renewal - Completing the application fee payment process on TDRA's portal
Time to Service Delivery	Within 30 days of application completion date
Linkage to Other Services	The service is linked to "New Application for Trust Services License" service
Service Limitation	TSPs and QTSPs licensed by TDRA
Target Audience	Business Sector Government Sector
Service Delivery Channels	TDRA Website
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the application form and provide the required data - Pay service fees through the available payment channels - Receive and review the application by a specialized team at the Authority - Notify the applicant of the Authority's decision
Service Fees	Fee for appealing TDRA's decision is 2,000 AED
Payment Method	E-payment

Service Specificity No service remarks

Main Service: Trust Services

Service Name Add new service in existing License

Service Description This service is intended/designed to allow for the addition of a new (Qualified) Trust Service to a valid license of (Qualified) Trust Service Providers

Service Package TSP Licensing

Service Category & Type Sub-service - procedural

Service Complication Level Complex service

Service Outcome

- Amended TSP license
- Amended QTSP license
- Amendment to the UAE Trusted List

Service Conditions

- The application fee is non-refundable regardless of the final outcome of the application, whether being granted or denied
- TDRA may reject/deny/refuse the request if the requirements are not completed within 60 days from request submission/filing date
- If approved, the (new) service is added to the valid license without changing the license expiration date
- If the licensing application is approved, the license is to be issued in return for advance payment of the license issuance fee based on the number and type of services under the Fees Regulation

Required Documents

- Provide all requirements:
 - Copy of the license issued by the competent authority or otherwise entitling them to engage in activities in the country
 - Statement of the commercial/business activities not related to Trust Services and Qualified Trust Services that the license applicant is authorized to practice
 - Data of the license applicant's operating location or place of business in the country
 - Copy of the license applicant's work plan, showing the nature and strategy of their business, goals, marketing plans, and service delivery plan
 - Type of commercial/business/trade license and partners' shares therein, if any, and the organizational structure of the licensing applicant

	<ul style="list-style-type: none"> • Statement of institutional and operational capabilities/capacities of the licensing applicant • Compliance assessment report not exceeding one month • Copy of the documents submitted during the compliance assessment process • Service termination plan • Financial data report for the last fiscal year issued by a UAE-accredited auditor, proving the availability of financial resources equivalent to (5,000,000) five million AED • Providing a bank guarantee or insurance determined by TDRA, which is automatically renewed upon license renewal - Completing the application fee payment process on TDRA's portal
Time to Service Delivery	Within 30 days of application completion date
Linkage to Other Services	The service is linked to "New Application for Trust Services License" service
Service Limitation	TSPs and QTSPs licensed by TDRA
Target Audience	Business Sector Government Sector
Service Delivery Channels	TDRA Website
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the application form and provide the required data - Pay service fees through the available payment channels - Receive and review the application by a specialized team at the Authority - Obtain the license
Service Fees	<ul style="list-style-type: none"> - New license application fee: 10,000 AED (one-time, regardless of the number of services) - License issuance fee for providing a Trust Service: 12,000 AED (per service, as per Fees Regulation) - License issuance fee for providing a Qualified Trust Service: 15,000 AED (per service, as per Fees Regulation) - The Authority applies a proportional fee calculation mechanism for adding a service to an active license, provided that the added service license fee is not less than 1,000 AED, regardless of the remaining license duration
Payment Method	E-payment
Service Specificity	No service remarks

Main Service: Public Land Allotment Recommendation Services

Service Name	Public Lands Allocation Recommendation
Service Description	The service allows telecom service providers to obtain a letter of recommendation from TDRA addressed to municipalities concerned with approving the allocation of a public plot of land for the construction of a mobile network relay transmitter/repeater station
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	A letter of recommendation from TDRA addressed to the concerned municipalities to approve the allocation of a plot of public land to build a mobile booster/repeating station
Service Conditions	<ul style="list-style-type: none"> - No relay stations within a radius of 500 meters of the site to be allocated - Telecom service providers have the right to submit a recommendation request to allocate 10 sites per week One at most
Time to Service Delivery	1 working day
Linkage to Other Services	No linked services
Service Limitation	This service is specifically for telecom service providers in the country
Target Audience	Business Sector
Service Delivery Channels	TDRA Website - URL
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Submit the application through the designated link - Ensure that the land plot meets the required conditions according to the system - Obtain a letter of recommendation from the Authority addressed to the municipalities concerned
Service Fees	Free of charge



Payment Method N/A

Service Specificity This service is provided through a unique URL for telecom service providers in the country

Main Service: Numbering Resources

Service Name	Allocate Number Resources
Service Description	Allocation of numbering resources to telecom service providers within the country
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Number Allocation Certificate including the required numbering resources
Service Conditions	TDRA must have sufficient prepaid balance to cover the costs of allocating numbering resources
Time to Service Delivery	1 working day
Linkage to Other Services	No linked services
Service Limitation	This service is specifically for telecom service providers in the country
Target Audience	Business Sector
Service Delivery Channels	TDRA Website - URL
Required Documents	Report on the utilization rate of previously issued numbers (mobile and landline)
Service Steps	<ul style="list-style-type: none"> - Submit the service application through the designated link - Fill in the application form and attach all required documents - Review the application by a specialized team at the Authority - Obtain a Number Allocation Certificate that includes the required numbering resources
Service Fees	<ul style="list-style-type: none"> - Application fee: AED 500 - Numbering resource allocation fee: Fees vary depending on the category of numbering resources required, You can view such fees in the Fee Policy for the Allocation and Use of Number Resources
Payment Method	E-payment
Service Specificity	This service is provided through a unique URL for telecom service providers in the country

Main Service: Numbering Resources

Service Name	Return Number Resource
Service Description	The service allows telecom service providers the ability to return unutilized numbers
Service Package	No service package
Service Category & Type	Complementary - procedural
Service Complication Level	Normal service
Service Outcome	Certificate of withdrawal/return of numbers
Service Conditions	No service conditions
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to "Allocate Number Resources" service
Service Limitation	This service is specifically for telecom service providers in the country
Target Audience	Business Sector
Service Delivery Channels	TDRA Website - URL
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Submit the service application through the designated link - Review the application by a specialized team at the Authority - Obtain a Number(s) Withdrawal/Return Certificate
Service Fees	Free of charge
Payment Method	N/A



Service Specificity

This service is provided through a unique URL for telecom service providers in the country

Main Service: Dispute Resolution

Service Name	EX Post Competition Complaints
Service Description	Monitoring and following up to control anticompetitive behavior of the licensed respondent, stopping the violations that have been detected, and informing the complainant licensee of all the steps that have been taken to redress wrongful practices
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	The Authority's decision on the dispute
Service Conditions	No service conditions
Time to Service Delivery	60 working days
Linkage to Other Services	No linked services
Service Limitation	This service is specifically for telecom service providers in the country
Target Audience	Business Sector
Service Delivery Channels	TDRA Website
Required Documents	Dispute-related documentation
Service Steps	<ul style="list-style-type: none"> - Submit the service application through the designated URL - Attach all required documents (if any) - Review the application by a specialized team at the Authority - Obtain the Authority's decision regarding the dispute
Service Fees	Free of charge
Payment Method	N/A

Service Specificity This service is provided through a unique URL for telecom service providers in the country

Main Service: Dispute Resolution

Service Name	Request for resolve interconnection disputes between Licensees
Service Description	Resolving interconnection or network access disputes between licensees in a sequential, clear manner to settle disputes between them
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	The Authority's decision on the dispute
Service Conditions	Submitting an official request to TDRA on resolving an inter-licensee dispute after proving that the period specified for resolving disputes amicably between the parties has expired
Time to Service Delivery	60 working days
Linkage to Other Services	No linked services
Service Limitation	This service is specifically for telecom service providers in the country
Target Audience	Business Sector
Service Delivery Channels	TDRA Website
Required Documents	Dispute-related documentation
Service Steps	<ul style="list-style-type: none"> - Submit an official request to the Authority to resolve the inter-licensee dispute - Attach the required documents "if any" - Review the application by a specialized team at the Authority - Obtain the Authority's decision on the dispute
Service Fees	Free of charge
Payment Method	N/A



Service Specificity

No service remarks

Main Service: Licence Telecommunication Services

Service Name	Issue Licences to Provide Telecommunication Services
Service Description	<p>The Telecommunications and Digital Government Regulatory Authority is the legal entity responsible for issuing licenses under the Telecommunications Law. According to the Telecommunications Decree-Law, operating a Public Telecommunications Network or providing Subscribers with Telecommunications Services and all other types of activities determined by the Board in accordance with the law requires obtaining a license from TDRA</p> <p>The service also includes existing licensees who want to renew, amend or revoke their Telecommunications Services license</p>
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	License to provide Telecommunications Services
Service Conditions	<p>An entity is eligible to apply for the service if the entity is:</p> <ul style="list-style-type: none"> - A company incorporated under the Commercial Companies/Business Law, and pursuant to Article 28 of the Telecom Decree-Law; must be an entity approved by the Board for the purposes of obtaining a license - A company whose shareholders comply with the resolution recognizing the licensing of the relevant Regulated Activity - Unless otherwise approved by the Board, the percentage of foreign shareholders in the relevant entity shall not exceed 49%, while one or more national partner(s) shall own the remaining 51%
Time to Service Delivery	Please note that this service is dependent on security inputs and approvals from third parties, and therefore, the Time to Service Delivery/delivery cannot be determined/estimated
Linkage to Other Services	No linked services
Service Limitation	<p>The applicant must comply with the following:</p> <ul style="list-style-type: none"> - Application for approval to establish the company to be licensed under Article 28 of the Telecommunications Law. Approval of establishment/incorporation shall not be considered an indication of approval of any license requested thereafter - If the applicant wishes to obtain an exemption from any provision of the Commercial Companies/Business Law, they must submit to TDRA a request for exemption from the provisions of the Companies/Business Law, supported by justifications. The request shall specify the full scope of exemptions requested

Target Audience	Business Sector
Service Channels	Delivery TDRA Website
Required Documents	<ul style="list-style-type: none"> - Proof of meeting the eligibility criteria for the license - Certified copies of the company's Articles of Association and Memorandum of Association - Shareholder ownership structure data including information on any telecommunications services license held by any of the shareholders, whether in the UAE or abroad - Details of the management team, including qualifications and experience in telecommunications in the country and/or abroad, if any - Business plan, including, but not limited to: <ul style="list-style-type: none"> ▪ Type of network(s) that will be operated and type(s) of services that will be provided ▪ Initial plan for network and service deployment including network diagrams and relevant technical details ▪ Determine whether spectrum or numbers are required for the service, and if so, provide details of the requirements ▪ Financing proposal and/or financial feasibility studies - Benefits to the UAE economy from the proposal - If you wish to provide satellite services, please provide us with a no-objection letter from the UAE Space Agency - Any other information in support of the request
Service Steps	<ul style="list-style-type: none"> • Fill in the licensing application • Provide the required data and documents • Pay service fees • Audit the license application • Obtain a license to provide telecommunications services
Service Fees	Application fee: 10,000 AED
Payment Method	E-payment
Service Specificity	<ul style="list-style-type: none"> - TDRA shall determine the procedures to be followed for granting licenses, and these procedures may include competitive selection processes including, but not limited to, auctions, sealed bids, or any competitive selection process through which TDRA evaluates the merits of each competitor - In the case of granting licenses based on financial pledges - such as auction or sealed bid procedures, TDRA may apply a two-stage procedure: in the first stage, TDRA creates a shortlist of qualified competitors based on an assessment of objective criteria such as: ownership; financial position and resources; management structure and experience; technical expertise and resources; publication and coverage; and any other criteria determined by TDRA. In the second stage, only qualified competitors will be invited to make financial pledges - TDRA takes all necessary steps to disclose the shareholder ownership structure to applicants, including investing entities. TDRA may require these entities to prove their adherence to applicable laws and



regulations and not to seriously and continuously violate laws and regulations in the country or abroad

Main Service: Control Pricing of Offered Services

Service Name	Price Control Request (PCR)
Service Description	This service enables telecom service providers in the country to obtain a decision from TDRA about the approval of requests to adjust prices for new telecom services with the aim of ensuring fair competition among telecom service providers
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	Decision of TDRA on approving PCRs of new telecom services
Service Conditions	No service conditions
Time to Service Delivery	5 working days
Linkage to Other Services	No linked services
Service Limitation	This service is specifically for telecom service providers in the country
Target Audience	Business Sector
Service Delivery Channels	TDRA Website - URL
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Fill in the application form to control/adjust prices of licensee-provided services - Provide additional information (if necessary) - The application will be reviewed by a specialized team at the Authority - Receive the Authority's decision on the application/request
Service Fees	Free of charge
Payment Method	N/A



Service Specificity

This service is provided through a unique URL for telecom service providers in the country

Main Service: UAE Government Common Services

Service Name	Network Technical Support Service
Service Description	Technical support to entities using Federal Network (FEDnet) services. The entity is also automatically registered in the technical support service once any service provided through the Federal Government Network is activated
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Getting technical support for entities using FEDnet services
Service Conditions	No service conditions
Time to Service Delivery	<ul style="list-style-type: none"> - Priority 1: 4 hours - Priority 2: 8 hours - Priority 3: 4 working days - Priority 4: 5 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Send the requests and inquiries to the technical support team - The application will be reviewed by a specialized team at the Authority - Receive the Authority's response to requests and inquiries
Service Fees	Free of charge
Payment Method	N/A

Service Specificity Registration is done automatically once a FEDnet service is availed

Main Service: UAE Government Common Services

Service Name	Request for linking to UAE PASS
Service Description	Initial approval of the request to link UAE Pass digital identity of federal government entities and the private sector to serve digital transformation in the United Arab Emirates
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Approval of technical linking with the UAE Pass digital identity system
Service Conditions	Federal government entities: - Provide services to the public For private sector companies: - Provide a valid commercial license
Time to Service Delivery	3 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Business Sector - excluding the Emirate of Dubai Government Sector - Federal Government Entities
Service Delivery Channels	TDRA Website Smart App
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> • Login using the UAE Pass • Fill in the service application form • Receive initial approval to link on the UAE Pass digital identity
Payment Method	N/A

Service Fees Free of charge

Service Specificity N/A

Main Service: UAE Government Common Services

Service Name	Activate a government service on the federal network
Service Description	FEDnet provides communication between government entities for the exchange and sharing of data, which would save the entities costs of standalone direct linking with each entity
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	E-linking between relevant government entities
Service Conditions	Provision of ad hoc / virtual networking
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to "Private Dedicated Connectivity" and "Default Networking" services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	<ul style="list-style-type: none"> - Official approval by both parties "Agreement between the service provider and the consumer" - Provision of necessary technical information
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application by the government entity

	<ul style="list-style-type: none"> - Fill in the technical details questionnaire from the government entity and attach all required documents - Review the application and the questionnaire by a specialized team at the Authority - Receive the notification of service delivery
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: UAE Government Common Services

Service Name	Information Security Awareness Sessions
Service Description	Provision of awareness lectures to government entities covering various cybersecurity topics, with the aim of introducing attendees to best practices and related risks in this field
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Awareness lecture schedule
Service Conditions	The customer must fill out the applicant spreadsheet / data table to create a new account in the lecture reservation system
Time to Service Delivery	1 working day
Linkage to Other Services	No linked services
Service Limitation	<ul style="list-style-type: none"> - Service is only for government entity employees - Lectures are given in Arabic and English - Lecture duration is one hour only - Maximum of 2 lectures per day
Target Audience	Government Sector

Service Channels	Delivery	TDRA Website Smart App
Required Documents	No required documents	
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit for the service application - Fill in the applicant data table/spreadsheet - Fill in the lecture application form through the lecture reservation system - Review the application by a specialized team at the Authority - Get the lecture schedule from the instructor - If lecture is remote, the lecture link must be sent to the instructor by the applicant - If lecture is in-person, the lecture location details must be shared with the instructor by the applicant - Conduct lectures according to the timeline set by the instructor 	
Service Fees	Free of charge	
Service Specificity	The Authority has 12 topics related to information security	

Main Service: UAE Government Common Services

Service Name	Government Service Bus (GSB)
Service Description	A system that allows government entities to exchange data smoothly and provide their services in a coherent, integrated way that serves the customer's need to avail government's services without having to go to one government entity to another

Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Activating data exchange between governmental and private entities
Service Conditions	<ul style="list-style-type: none"> - Provision of ad hoc/ virtual networking - Meeting technical requirements
Time to Service Delivery	<p>Enrolling a new entity: 5 working days</p> <p>Service activation on the platform: 3–5 working days</p>
Linkage to Other Services	The service is linked to "Private Dedicated Connectivity" and "Default Networking" services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	Smart App TDR Website
Required Documents	<ul style="list-style-type: none"> - Official approval by both parties "Agreement between the service provider and the consumer" - Requisite technical details - Filled out GSB-Entity Onboarding Request Form
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Fill in the GSB-Entity Onboarding Request Form, which specifies the entity's authorized point of contact to access the Link Portal to consume / approve services on behalf of such entity - Attach all required documents - The application will be reviewed by a specialized team at the Authority - Activate data exchange between the two entities
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: UAE Government Common Services

Service Name	Technical Consultancy Service for Government Entities
Service Description	Provision of technical consultancy to government entities to solve technical issues via relevant teams and experts in TDRA. It highlights challenges facing the entity (based on the requirements that have been recorded) and provides related suggestions and solutions
Service Package	No service package
Service Category & Type	Sub-service - informational
Service Complication Level	Complex service
Service Outcome	Getting technical advice and suggested solutions
Service Conditions	No service conditions
Time to Service Delivery	10 working days
Linkage to Other Services	No linked services
Service Limitation	This service is for federal government entities only
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	To provide an overview of the requirements and define the scope and purpose of the consultation with the relevant supporting documents attached
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Review the application by specialized team at the Authority - Evaluate and approve the application by the Authority - Hold a technical meeting with the entity and stakeholders (if needed) - Get advice and technical response from the Authority
Service Fees	Free of charge
Payment Method	N/A

Service Specificity No service remarks

Main Service: UAE Government Common Services

Service Name	Disaster Recovery as a Service
Service Description	Disaster Recovery as a Service (DRaaS) enables entities to protect systems hosted in their digital infrastructure or on FedNet to be protected in another site remote from the government entity's location. The service provides the entity with flexibility to protect its critical virtual systems, leading to a reduced overall cost. Additionally, users can implement disaster recovery drills in their own environment without consulting the FedNet team, to ensure availability and compliance with business continuity standards
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Cloud infrastructure for disaster recovery
Service Conditions	<ul style="list-style-type: none"> - Connected to FedNet - The entity's infrastructure must be compatible with VMware
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to "Private Dedicated Connectivity" and "Default Networking" services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	No required documents

Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Complete the organization listing questionnaire Review the application and questionnaire by a specialized team at the Authority - Get the service outcome
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	<ul style="list-style-type: none"> - Service availability is 99.9% as per the SLA Incident Service Level Agreement: <ul style="list-style-type: none"> • P1 incidents successfully resolved within 4 hours (99.0%) • P2 incidents successfully resolved within 8 hours (99.0%) • P3 incidents successfully resolved within 4 days (99.0%) • P4 incidents successfully resolved within 5 days (99.0%) - Through the self-service portal after allocating the agreed-upon resources - The entity can use any virtual operating system - It can be provided upon request of the entity

Main Service: UAE Government Common Services

Service Name	Providing Cloud Infrastructure (IaaS)
Service Description	Provision of a secure virtual infrastructure where the entity has full control over its independent environment. This service offers self-portal for entities to manage digital infrastructure, enabling them convenient, on-demand access to a shared pool of configurable computing resources (e.g. networks, servers and storage). Providing compute and storage resources through a centralized deployment model enables rapid service delivery and launch with minimal managerial effort or service provider interaction. The overall objective is to create a more agile federal enterprise where services can be provisioned on demand to meet governmental computing requirements
Service Package	No service package

Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Provision of cloud infrastructure (IaaS)
Service Conditions	Connected to FedNet
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to "Private Dedicated Connectivity" and "Default Networking" services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Fill in the organization listing questionnaire - Review the application and questionnaire by a specialized team at the Authority - Get the service outcome
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	<p>The service provides the following set of features:</p> <ul style="list-style-type: none"> - Data Migration (Self-Service): Linkage between the government entity and FedNet, enabling the entity's work to be migrated from its current location to FedNet using VMware Cloud Migration Tools. As such, the entity's infrastructure must be compatible with VMware technology - Secure Virtual Networking (Self-Service): VPN as a Service (VPNaaS) within the FEDnet Cloud for government entity employee enablement/empowerment

Main Service: UAE Government Common Services

Service Name	Data Backup (BaaS)
Service Description	The backup system aims to protect virtual datacenters of government entities hosted on FedNet or/and their hosted data. This service provides a self-portal for entities to manage backup processes/operations
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Data backups
Service Conditions	Connected to FedNet
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to "Private Dedicated Connectivity" and "Default Networking" services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	Smart App TDR Website
Required Documents	Connected to FedNet
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Fill in the organization listing questionnaire - Review the application and questionnaire by a specialized team at the Authority - Get the service outcome
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	<p>The service provides the following set of features:</p> <ul style="list-style-type: none"> - Data migration (self-service): Linkage between the government entity and FedNet, enabling the entity's work to be migrated from its current



location over to FedNet using VMware Cloud Migration Tools. As such, the entity's infrastructure must be compatible with VMware technology

- Secure Virtual Networking (Self-Service): The secure VPN feature (or VPNaaS) within FedNet Cloud allows for government entity employee enablement/empowerment

Main Service: UAE Government Common Services

Service Name

Private Dedicated Connectivity

Service Description

TDRA provides two types of connectivity to connect government entities to FedNet. One is the Multiprotocol Label Switching (MPLS), which is an encrypted connection used to link government entities via a private network of the highest service level standards, while the other is virtual private networking (VPN), which is done online through FedNet. The linking mechanism is established based on the applicant's requirements and in coordination with the FedNet team.

Service Package

No service package

Service Category & Type

Sub-service - procedural

Service Complication Level

Normal service

Service Outcome

Networking on FedNet

Service Conditions

- Government entity datacenter readiness
- Meeting technical requirements

Time to Service Delivery

5 working days

Linkage to Other Services

No linked services

Service Limitation

This service is tailored to federal government entities and local e-governments

Target Audience

Government Sector

Service Delivery Channels

Smart App
TDRA Website

Required Documents

A filled in FedNet Migration Form

Service Steps

- Login using the UAE Pass
- Submit the service application
- Receive a no-objection letter from TDRA addressed to the service provider

- Directly reach out to the service provider to request lines (by the applicant)
- Notify the Authority team of networked readiness
- Joint meeting between the FedNet team and the applicant
- Fill in the technical details questionnaire by the applicant
- Review the application and questionnaire by a specialized team at the Authority
- Get ad hoc/customized/dedicated networking

Service Fees Free of charge

Payment Method N/A

Service Specificity No service remarks

Main Service: UAE Government Common Services

Service Name Default Networking

Service Description TDRA provides two types of connectivity to connect government entities to FedNet. One is the Multiprotocol Label Switching (MPLS), which is an encrypted connection used to link government entities via a private network of the highest service level standards, while the other is virtual private networking (VPN), which is done online through FedNet. The linking mechanism is established based on the applicant's requirements and in coordination with the FedNet team.

Service Package No service package

Service Category & Type Sub-service - procedural

Service Complication Level Normal service

Service Outcome	Networking on FedNet
Service Conditions	<ul style="list-style-type: none"> - Government entity datacenter readiness - Meeting technical requirements
Time to Service Delivery	5 working days
Linkage to Other Services	No linked services
Service Limitation	This service is tailored to federal government entities and local e-governments
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	A filled in FedNet VPN Form
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Fill in the technical details questionnaire by the applicant - Review the application and questionnaire by a specialized team at the Authority - Get connected to FedNet
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: UAE Government Common Services

Service Name	Email as a Service
Service Description	<p>Provision of shared email to government entities, using Microsoft Exchange.</p> <p>This service provides a self-portal for entities to manage their email account</p>
Service Package	No service package

Service Category & Type	Sub-service - procedural
Service Level	Normal service
Service Outcome	Email
Service Conditions	Connected to FedNet
Time to Service Delivery	1 working day
Linkage to Other Services	The service is linked to "Private Dedicated Connectivity" and "Default Networking" services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Fill in the organization listing questionnaire - Review the application and questionnaire by a specialized team at the Authority - Get the service outcome
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: UAE Government Common Services

Service Name	mSurvey
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Service Description	Provision of a tool for building/constructing surveys for government entities interested in conducting opinion polls, enabling such entities to reach the target audience and allowing the public to express their views easily and transparently
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	mSurvey tool
Service Conditions	No previous account of the government entity on the platform
Time to Service Delivery	1 working day
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	Entity's logo
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Attach the required documents - Review the application by a specialized team at the Authority - Activate the mSurvey system account and receive the account details
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	The smart database can be consulted at any time to use preset/ready-made questionnaires/surveys or create a new one. It also gives decision makers the ability to analyze results/findings and statistics after conducting questionnaires/surveys

Main Service: UAE Government Common Services

Service Name	High Performance Internet Gateway
Service Description	Provision of secure Internet service to all federal government entities through a dual ISP solution, allowing for higher throughput. This service provides unified access to the Internet across federal entities. FedNet is the main ISP of federal entities, guaranteeing 99.99% service availability all year round
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Secure, high-performance Internet connection
Service Conditions	<ul style="list-style-type: none"> - Availability of ad hoc networking - Active connection with the service provider - Attending technical discussions
Time to Service Delivery	5 working days

Linkage to Other Services	The service is linked to “Private Dedicated Connectivity” service
Service Limitation	This service is tailored to federal government entities for business purposes only, with each entity being provided with designated Internet Protocol addresses
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Fill in the technical details questionnaire by the government entity - Review the application and questionnaire by the Authority - Get the Service Outcome
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: UAE Government Common Services

Service Name	Request to Provide Digital Sharing Tools
Service Description	Supporting government entities in the adoption of digital participation tools that are made available to apply the concepts of the UAE Digital Government (DGOV). The service allows entities to use an interactive platform to develop services, policies and projects collaboratively with the public
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Providing interactive tools and educating stakeholders on how to use them
Service Conditions	No service conditions

Time to Service Delivery	5 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Appointment of coordinators to use the service - minimum 2 - Obtain the credentials to log into the new coordinators account on sharik.ae - Hold an introductory meeting with the coordinators to introduce the tools available on the platform and their tasks - Provide the coordinators with manuals and standards - Training of coordinators on the service
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: Control and Response

Service Name	Providing a Security Incident Management System (SIEM)
Service Description	Installing a security incident management system in technical work and networking environments of a government entity, to provide alerts about potential risks, security incidents and vulnerabilities
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	Installing a SIEM system
Service Conditions	Connectivity between the gov. entity and FedNet
Time to Service Delivery	30 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	Smart App TDR Website
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Receive the Rules of Engagement document from the Authority - Fill in the service application form and provide the required data - Review the application by a specialized team at the Authority - Install a SIEM system for the applicant
Service Fees	Free of charge
Payment Method	N/A

Service Specificity The Rules of Engagement document is shared with persons concerned in the entity, as the document contains information requested from the entity. In case of further questions, the relevant team in TDRA can be reached

Main Service: Control and Response

Service Name	Report a Cyber Incident
Service Description	Providing a cyber-incident response service by investigating the incident and presenting the results/findings/outcome to the government entity requesting the service, in addition to analyzing the indicators of compromise (IoCs) provided by the entity and supplying it with a report on the findings. The service also allows the removal of fraudulent and malicious websites, in cooperation with relevant international authorities
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	<ul style="list-style-type: none"> - Providing the client with a detailed report on the cyber incident, in addition to the results of the IoCs analysis - Removal of fraudulent and malicious websites
Service Conditions	No service conditions
Time to Service Delivery	3 - 90 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	TDRA Website Smart App
Required Documents	Provision of IoCs data

Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Fill in the service application form and attach the required documents - Review the application by a specialized team at the Authority - Proceed with the Cyber incident response procedures - Obtain a detailed report about the incident
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: Control and Response

Service Name	Endpoint Protection
Service Description	Providing a security system hosted with FedNet cloud services and installed on the servers and computers of the government entity. This system provides endpoint and device protection for the entities by a mechanism that prevents the attacker from misusing servers and computers, and by sending alerts in the event of any hacking attempts. Such systems can also be used for detecting intrusions/hacks/breaches that have already occurred
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	Endpoint protection system installation
Service Conditions	Connectivity between the gov. entity and FedNet
Time to Service Delivery	30 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation

Target Audience	Government Sector
Service Channels	Delivery Smart App TDRA Website
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Receive the Rules of Engagement document from the Authority - Fill in the service application form and attach the required documents - Review the application and data by a specialized team at the Authority - Install the endpoint protection system at the service provider
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	The Rules of Engagement document is shared with persons concerned in the entity, as the document contains information requested from the entity. In case of further questions, the relevant team in TDRA can be reached

Main Service: Control and Response

Service Name	Digital Forensic Analysis
Service Description	Provision of forensic analysis services for any devices or networks hacked or suspected of being hacked, and issuing a forensic analysis report with detailed information about what happened, how it happened and who did it
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	A forensic report detailing the cyber/digital criminal incident
Service Conditions	Providing all data pertaining to the digital criminal/cybercrime incident
Time to Service Delivery	14 - 90 working days

Linkage to Other Services No linked services

Service Limitation This service is for federal government entities only

Target Audience Government Sector

Service Delivery Channels Smart App
TDRA Website

Required Documents No required documents

Service Steps

- Login using the UAE Pass
- Submit the service application
- Fill in the service application form and provide the required data
- Review the application and data by a specialized team at the Authority
- Proceed with the digital forensic investigation process
- Obtain a detailed digital forensic report

Service Fees Free of charge

Payment Method N/A

Service Specificity No service remarks

Main Service: Control and Response

Service Name Phishing Assessment

Service Description Measuring the extent to which employees respond to fraudulent messages, by sending fake messages and persuading them to send their private information or open links and attachments. A report is provided to the entity about who opened the email, clicked the link, and provided their private information. The report helps in understanding the extent of employee awareness of security risks

Service Package No service package

Service Category & Type Sub-service - procedural

Service Complication Level Complex service

Service Outcome Employee security risk awareness assessment report

Service Conditions	Allowing TDRA access to the network and servers of the government entity requesting the service
Time to Service Delivery	11 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	Availability of email data and information for the study sample from staff of the government entity requesting the service
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Receive the Rules of Engagement document from the Authority - Fill in the service application form and provide the required data - The application and data will be reviewed by a specialized team at the Authority - Proceed with the anti-phishing process - Obtain the employee security risk awareness assessment report
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	The Rules of Engagement document is shared with persons concerned in the entity, as the document contains information requested from the entity. In case of further questions, the relevant team in TDRA can be reached

Main Service: Information Security Quality

Service Name	Penetration Testing
Service Description	Evaluation of security practices in place at the digital-infrastructure and digital-service level of government entities, by searching for and trying to make use of security vulnerabilities/loopholes to access data and the internal environment, and then providing a report to the entity on the vulnerabilities/loopholes that have been found/detected, in order to close the same before exploitation by attackers
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	Report on vulnerabilities/loopholes discovered/found/detected or hacked/compromised/breached (if any)
Service Conditions	Allowing TDRA access to the network and servers of the government entity requesting the service
Time to Service Delivery	11 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	No required documents
Service Steps	Login using the UAE Pass Submit the service application Receive the Rules of Engagement document from the Authority Fill in the service application form and provide the required data Review the application and data by a specialized team at the Authority Proceed with the security penetration testing Obtain a Security Vulnerability Report
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	The Rules of Engagement document is shared with persons concerned in the entity, as the document contains information requested from the entity. In case of further questions, the relevant team in TDRA can be reached

Main Service: Information Security Quality

Service Name	Detecting Security vulnerabilities
Service Description	This service helps government entities identify security gaps in servers, networks, and websites and provides them with recommendations on vulnerability resolution mechanisms
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	A report identifying security vulnerabilities/loopholes/gaps and recommendations for resolution mechanisms
Service Conditions	Allowing TDRA access to the network and servers of the government entity requesting the service
Time to Service Delivery	<ul style="list-style-type: none"> - Website Vulnerability Detection: 1 working day - Detect vulnerabilities of other types: 11 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	No required documents
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Receive the Rules of Engagement document from the Authority - Fill in the service application form and provide the required data - Review the application and data by a specialized team at the Authority - Proceed with the vulnerability assessment process - Obtain a Vulnerability Detection Report
Service Fees	Free of charge
Payment Method	N/A



Service Specificity

The service allows the customer to choose between:

- Manual vulnerability detection
- Automatic detection of website vulnerabilities through a specialized system, whereby the customer user is provided with an account to log into/access the system
- Mobile app vulnerability detection
- Source code review for security check

Main Service: Manage Internet Access

Service Name	Request Exception From Blocking System
Service Description	Through this service, government entities seek approval of TDRA on the exclusion from the blocking system applied by telecom service providers
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	Approval of the blocking system exception request
Service Conditions	The beneficiary of the blocking system exclusion must be a government entity
Time to Service Delivery	7 working days
Linkage to Other Services	No linked services
Service Limitation	The service request application can be made through telecom service providers
Target Audience	Government Sector
Service Delivery Channels	Smart App TDRA Website
Required Documents	<ul style="list-style-type: none"> - In the event that the service request application is made through TDRA: <ul style="list-style-type: none"> • An official letter from the government entity addressed to TDRA is required. - In the event of applying for the service through telecom service providers: <ul style="list-style-type: none"> • The blocking system exclusion request/application form, approved by the government entity, needs to be delivered to telecom service providers, with an attached ID or passport copy of the concerned in the government entity. Telecom service providers shall then pass the request/application to TDRA to be reviewed and issued an approval.
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application including the official letter addressed to the Authority - The application will be reviewed by a specialized team at the Authority

	- Obtain the Authority's approval on being excluded from the blocking system
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	The service request application can be made through telecom service providers

Main Service: Manage Internet Access

Service Name	Government Entities Social Media support
Service Description	This service enables technical social media platform support of local and federal government entities, in terms of: <ul style="list-style-type: none"> Solving issues related to the hackings of platform accounts Changing account names on platforms and maintaining the "verified account" status
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Normal service
Service Outcome	Coordination with social media platforms to recover hacked accounts and/or change the account name on the platform while maintaining verification
Service Conditions	In the event of changing the account name on the platform, the new name must not have been previously used by others, as the request/application will be rejected by the platform itself
Time to Service Delivery	1 working day
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Government Sector

Service Channels	Delivery	Smart App TDR Website
Required Documents	No required documents	
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form - Review the application by a specialized team at the Authority and coordinate with the relevant company - Inform the customer with the taken actions 	
Service Fees	Free of charge	
Payment Method	N/A	
Service Specificity	No service remarks	

Main Service: Manage Internet Access

Service Name	Customer Experience Test	
Service Description	This service aims to assist federal government entities in assessing the customer experience in the course of availing a service through the various Service Delivery Channels of the applicant entity	
Service Package	No service package	
Service Category & Type	Sub-service - procedural	
Service Complication Level	Complex service	
Service Outcome	Detailed assessment report on the tested service	
Service Conditions	Federal government entities are entitled to submit only one service evaluation request per year	
Time to Service Delivery	7 working days	
Linkage to Other Services	No linked services	

Service Limitation	This service is for federal government entities only
Target Audience	Government Sector - Federal Government Entities
Service Channels	Delivery Smart App TDR Website
Required Documents / Requisites	<ul style="list-style-type: none"> - URL of the service to be evaluated - List of names, contact numbers and email addresses of test implementers - "Dummy" trial account to enable TDR to apply for the service
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Submit the service application - Hold an introductory meeting with the Authority to clarify the required project - Attach all required documents - The Authority implements the customer journey pilots - Receive the detailed Evaluation/Assessment report - Provide the required improvement plans to address the improvement opportunities contained in the report
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Main Service: Manage Internet Access

Service Name	Block or Unblock Websites
Service Description	This service allows for the blocking or unblocking of websites that violate UAE's laws, by Telecom Service Providers
Service Package	No service package
Service Category & Type	Sub-service - procedural
Service Complication Level	Complex service
Service Outcome	Approval to block or unblock website(s)

Service Conditions	No service conditions
Time to Service Delivery	3 - 10 working days
Linkage to Other Services	No linked services
Service Limitation	No service limitation
Target Audience	Individuals, Business Sector, Government Sector
Service Channels Delivery	Smart App TDR Website
Required Documents	<p><u>Individuals and corporates:</u></p> <ul style="list-style-type: none"> - Identification of the violating links to be blocked (links to violating website sections or main website link if the violation is inclusive/applicable to the entirety of the site), or the links to be unblocked - Simplified explanation of the nature of the violative content or the nature of the reason for the request to block and unblock - Selection of the action to be taken: "Request blocking or unblocking" <p><u>Government Entities:</u></p> <p>An official letter from the requesting/applicant government entity, which must include the following:</p> <ul style="list-style-type: none"> - Identification of the violating links to be blocked (links to violating website sections or main website link if the violation is inclusive/applicable to the entirety of the site), or the links to be unblocked - Reference images of the violative content - Simplified explanation of the nature of the violative content or the nature of the reason for the request to block and unblock - Legal provision that the content in question contravenes in Arabic and English - Selection of the action to be taken "Request blocking or unblocking"
Service Steps	<ul style="list-style-type: none"> - Login using the UAE Pass - Fill in the service application form - Attach all required documents - Review the application by a specialized team at the Authority, and proceed with the website content verification process - Respond to the customer regarding actions taken
Service Fees	Free of charge
Payment Method	N/A
Service Specificity	No service remarks

Terms & Definitions

Below is a definition of key terms used in the guide:

Service

A series of activities and operations/processes carried out by TDRA or other entities acting in its stead in order to meet the needs of its customers.

Service Structure

Determination of the service classification, whether primary (main), secondary (sub) or complementary.

Service Type

Determination of the service nature, whether it is informational, procedural, commercial, societal or regulatory.

Service Package

The process of bundling several services from one or more government entities, based on customer expectations and needs, and then delivering them to the customer through a single channel.

Service Complication Level

Determination of the complexity of the operations/processes associated with services and the time periods required to complete the same. Services that require less than one business/working day are classified as express. Services that require from one to five business/working days are classified as regular. Services that require more than five business/working days are classified as complex.

Service Delivery Channels

Means of communication between customers and the Telecommunications & DGOV Regulatory Authority (TDRA), through which services are accessed.

Time to Service Delivery

The time required to finalize the requirements for availing the service from the date of submitting all required documents.

Service Fees

The financial amount that must be paid by the customer to receive the final/finished service.

Telecom Service Providers

UAE-approved companies that provide telecommunications services, such as du and Etisalat.