

Cancel a service in existing License

About the Service/Feature

This service enable the cancellation of a (Qualified) Trust Service from a valid license of (Qualified) Trust Service Providers

Service steps

- Step 1** → Submit the application through available service channels
- Step 2** → Fill in the service application and attach all required documents.
- Step 3** → Pay service fees through available payment channels
- Step 4** → Review the application by a specialized team at the Authority
- Step 5** → Cancel service in the license
- Step 6** → Obtain updated license (as applicable)

Category	Variation
Type	Transactional
Expected Time	Within 30 days from the date of application completion.
Fees	Fees of requesting cancellation of a service in the license: 10,000 AED
Audience	(Qualified) Trust Service Providers licensed by TDRA
About	This service enable the cancellation of a (Qualified) Trust Service from a valid license of (Qualified) Trust Service Providers.
Channels	Portal Smart App Email
Payment Channels	E-Payment Bank Transfer
Terms & conditions	Submit a request to cancel the trust service and provide all requirements. Complete the application fee payment process on the Authority's portal.
Required Documents	N/A
Results Require Office Visit	No

Service package	Trust Service Provider License
Service Complexity 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 Trust List - Obtain updated license (as application)
Service Connectivity With Other Services	The service is linked to "Trust Service Provider License" service
Service Limitation	Trust Service Providers and Authorized Trust Service Providers licensed by the Telecommunications Regulatory Authority and the Digital Government.
Service Remark	<ul style="list-style-type: none"> - The licensee must notify the Authority of his desire to stop providing any of the trust services, or the approved trust services, or all of them, or part thereof, at least (3) 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. - The Authority may reject the application if the requirements are not completed within 60 days from the date of submitting the application. - If the request is approved: <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 comply with the procedures for activating the approved termination plan. 3. The licensee must notify the public, including subscribers and authorized parties, of its desire to stop providing any, all or part of its services, at least (2) months before the planned termination date, and after obtaining the Authority's approval.