

## Block or Unblock Websites

### About the Service/Feature

The prohibited content is defined as any content that is contrary to the public interest, public morality, public order, public and national security, Islam morality or is otherwise prohibited by any applicable UAE law, regulation, procedure, order or requirement, as more specifically described in each of the Prohibited Content Categories, Here. The service allows customers to request that service providers block or unblock websites violating UAE laws.

### Service steps

- Step 1** → Login using the UAE Pass
- Step 2** → Fill in the service application form
- Step 3** → Attach all required documents
- Step 4** → Review the application by a specialized team at the Authority, and proceed with the website content verification process
- Step 5** → Respond to the customer regarding actions taken

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|-------------------------------|--|
| <b>Category</b>               | Variation  |
| <b>Type</b>                   | Transactional  |
| <b>Expected Time</b>          | 3 - 10 working days  |
| <b>Fees</b>                   | Free of charge   |
| <b>Audience</b>               | Individuals<br>Business Sector<br>Government Sector  |
| <b>About</b>                  | This service allows for the blocking or unblocking of websites that violate UAE's laws, by Telecom Service Providers |
| <b>Channels</b>               | Smart App<br>TDRA Website  |
| <b>Payment Channels</b>       | Not Available  |
| <b>Terms &amp; conditions</b> | No service conditions  |

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|---|---|
| <b>Required Documents</b>                       | <p><u>Individuals and corporates:</u></p> <p>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</p> <p>Simplified explanation of the nature of the violative content or the nature of the reason for the request to block and unblock</p> <p>Selection of the action to be taken: "Request blocking or unblocking"</p>   |
|   | <p><u>Government Entities:</u></p> <p>An official letter from the requesting/applicant government entity, which must include the following:</p> <p>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</p> <p>Reference images of the violative content</p> <p>Simplified explanation of the nature of the violative content or the nature of the reason for the request to block and unblock</p> <p>Legal provision that the content in question contravenes in Arabic and English</p> <p>Selection of the action to be taken "Request blocking or unblocking"</p> |
| <b>Results Require Office Visit</b>             | No  |
| <b>Service package</b>                          | No service package  |
| <b>Service Complexity Level</b>                 | Complex service   |
| <b>Service Outcome</b>                          | Approval to block or unblock website(s)   |
| <b>Service Connectivity With Other Services</b> | No linked services  |
| <b>Service Limitation</b>                       | No service limitation   |
| <b>Service Remark</b>                           | No service remarks  |