

## Request exception from blocking system

### About the Service/Feature

Through the service, government entities can request approval from TDRA to be exempted from the blocking system applied by telecom service providers

### Service steps

- Step 1** → Log in using UAE Pass
- Step 2** → Submit the service request including the official letter addressed to TDRA
- Step 3** → Review the application by a specialized team at the Authority
- Step 4** → Receive TDRA's approval on the exception from the blocking system

<b>Category</b>	Variation
<b>Type</b>	Transactional
<b>Expected Time</b>	7 working days
<b>Fees</b>	Free of charge
<b>Audience</b>	Government Entities
<b>About</b>	Through the service, government entities can request approval from TDRA to be exempted from the blocking system applied by telecom service providers
<b>Channels</b>	Portal Mobile Application
<b>Payment Channels</b>	Not Available
<b>Terms &amp; conditions</b>	The entity benefiting from the exception from the blocking system must be a government entity
<b>Required Documents</b>	<ul style="list-style-type: none"> <li>- If the service is requested through TDRA: The government entity must send an official letter to TDRA.</li> <li>- If the service is requested through the telecom service providers: The government entity must submit the application form for exception from the blocking system to the telecom service providers, along with a copy of the identity or passport of the concerned person in the government entity. After that, the telecom service providers will submit the request to TDRA to be reviewed and approved.</li> </ul>

<b>Results Require Office Visit</b>	No
<b>Service package</b>	None
<b>Service Complexity Level</b>	Complex Service
<b>Service Outcome</b>	Approval on exception from the blocking system
<b>Service Connectivity With Other Services</b>	None
<b>Service Limitation</b>	This service may also be obtained through the telecom service providers
<b>Service Remark</b>	This service may also be requested through the service providers