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 → Login using the UAE Pass

Step 2 → Submit the service application including the official letter addressed to the authority

Step 3 → Review the application by a specialized team at the Authority

Step 4 → Obtain the Authority's approval on being excluded from the blocking system

Category	Variation
Type	Transactional
Expected Time	7 working days
Fees	Free of charge
Audience	Government Sector
About	Through this service, government entities seek approval of TDRA on the exclusion from the blocking system applied by telecom service providers
Channels	Smart App TDRA Website
Payment Channels	Not Available
Required Documents	- In the event that the service request application is made through TDRA: An official letter from the government entity addressed to TDRA is required. - In the event of applying for the service through telecom service providers: 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.
Results Require Office Visit	No

Service package	No service package
Service Complexity Level	Complex service
Service Outcome	Approval of the blocking system exception request
Service Connectivity With Other Services	No linked services
Service Limitation	The service request application can be made through telecom service providers
Service Remark	The service request application can be made through telecom service providers