

## 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** → Log in using your UAE Pass account
- Step 2** → Fill in the form
- Step 3** → Attach all the required documents
- Step 4** → TDRA will review the request and inspect the content
- Step 5** → TDRA will respond to the customer regarding the action taken

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| <b>Category</b>               | Variation  |
| <b>Type</b>                   | Transactional  |
| <b>Expected Time</b>          | From 3 to 10 working days  |
| <b>Fees</b>                   | Free of charge   |
| <b>Audience</b>               | <ul style="list-style-type: none"> <li>- Individuals</li> <li>- businesses</li> <li>- Government entities</li> </ul> |
| <b>About</b>                  | The service allows customers to request that service providers block or unblock websites violating UAE laws.         |
| <b>Channels</b>               | <ul style="list-style-type: none"> <li>Mobile Application</li> <li>TDRA Website</li> </ul>                           |
| <b>Payment Channels</b>       | Not Available  |
| <b>Terms &amp; conditions</b> | None   |

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| <p><b>Required Documents</b></p>                       | <p><b>Individuals and businesses:</b></p> <ul style="list-style-type: none"> <li>A list of violating links that should be blocked or unblocked (specific section link or the whole website link, as the case)</li> <li>A short summary about the nature of violating content or the reason for the request to block or unblock the content.</li> <li>Deciding the required action "block or unblock"</li> </ul> <p><b>Government entities:</b></p> <p>The requesting entity has to send an official letter, including the following:</p> <ul style="list-style-type: none"> <li>A list of violating links that should be blocked or unblocked (specific section link or the whole website link, as the case)</li> <li>A reference copy of the violating content</li> <li>A short summary about the nature of violating content or the reason for the request to block or unblock the content.</li> <li>The legal text stating that the content is in violation of the law.</li> <li>Deciding the required action "block or unblock"</li> </ul> |
| <p><b>Results Require Office Visit</b></p>             | <p>No</p>  |
| <p><b>Service package</b></p>                          | <p>None</p>  |
| <p><b>Service Complexity Level</b></p>                 | <p>Complex</p>   |
| <p><b>Service Outcome</b></p>                          | <p>Approving to block or unblock websites</p>  |
| <p><b>Service Connectivity With Other Services</b></p> | <p>None</p>  |
| <p><b>Service Limitation</b></p>                       | <p>None</p>  |