



POLICY

Voice over Internet Protocol (VoIP)

Version 1.0

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1. Definitions

Unless the subject matter or context otherwise requires, the following capitalized terms shall have the following meanings:

- 1.1 **Internet Protocol (IP)** means an Internet network-layer protocol, defined by Internet Engineering Task Force (IETF).
- 1.2 **Security Agencies** means the competent security Agencies in the UAE.
- 1.3 **Public Internet** means the publicly available worldwide collection of interconnected networks that transmit data by Packet Switching using the Internet Protocol (IP) which allows them to function as a single, large virtual network.
- 1.4 **Public Switched Telephone Network (PSTN)** means worldwide collection of interconnected public telephone networks which are used mainly to provide Telecommunication Services in circuit-switched manner.
- 1.5 **PSTN Services** means Telecommunication Services which utilize PSTN.
- 1.6 **VoIP Service** means the service of transmitting, switching or receiving voice and visual images by means of Internet Protocol (IP).
- 1.7 **Voice over Internet Protocol (VoIP)** means the technologies and the protocols which are used to transmit, switch and receive voice conversations and associated signals based on Internet Protocol.

2. Scope of Policy

- 2.1 This interim policy sets out the TRA's approach in regards to the regulation of VoIP Services.

3. Implementation

- 3.1 All Licensees who provide VoIP Services shall adhere to the provisions outlined in this policy.

4. Eligibility

- 4.1 Only the Licensees are allowed to deploy and/or operate any form of Telecommunication Network(s); systems and/or facilities for the purpose of providing VoIP Services to the public in the UAE.

5. General Provisions

- 5.1 All VoIP calls shall only be both originated and terminated within the United Arab Emirates.
- 5.2 All VoIP Services that use the Public Internet are prohibited. This includes but not limited to the services or software or hardware that uses the Public Internet as means of communications.

6. VoIP in Private Telecommunication Networks

- 6.1 Any entity other than the Licensees who deploy and/or operate any form of Telecommunication Network(s) and/or system(s) for the purpose of providing VoIP Services for Private Telecommunication Network(s), may do so under the following conditions:
 - 6.1.1 Any form of Telecommunication Networks, systems and services involved shall not be extended beyond the Private Telecommunication Network(s).
 - 6.1.2 Any form of Telecommunication Networks and systems shall not be connected by any means to any other Telecommunication Network(s) outside the Private Telecommunication Network(s).
 - 6.1.3 Any form of Telecommunication Networks and systems connecting to any other Telecommunication Network(s) outside the Private Telecommunications Network(s) shall use the Licensee's Telecommunication Network(s) only.

7. Number Assignment

- 7.1 All Licensees shall refer to the regulatory framework in effect at the time for numbering requirements.

8. National Security

- 8.1 All Licensees who provide VoIP Services shall adhere to national security requirements.
- 8.2 All Licensees shall co-operate with Security Agencies and each other in investigating and preventing instances of cyber crime or any related security issue.

9. Consumer Safety and Protection

- 9.1 All Licensees who provide VoIP Services shall inform and make the customers aware upon requesting the service about the following:
- 9.1.1 The security risks and issues associated with VoIP compared to PSTN.
 - 9.1.2 The implications associated with location identification such as emergency and directory services.
 - 9.1.3 The implications of the VoIP devices in case of power outage.
 - 9.1.4 The differences between VoIP Services and PSTN Services in term of quality of service (QoS) and nature of operation.
 - 9.1.5 Any other implications that shall be of a customer's concern.

10. Effective Date

- 10.1.1 This policy shall be effective on the date of issuance.