



(TRA) has officially announced that the United Arab Emirates will host the Plenipotentiary Conference 2018 (PP18), the International Telecommunication Union (ITU)'s most important meeting, and the forum of adoption of public policies and regulatory strategies of global ICT sector.

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New ransom virus called Bad Rabbit

Hundreds of institutions in several countries have been hacked by a new ransom virus called Bad Rabbit, the virus encrypts and locks data and information in devices that they can only be accessed after a payment.

aeCERT clarified that there have been no reports of any government exposure to the virus, to avoid exposure to the virus, TRA advises against opening links and files from unknown sources, making sure that the programs are downloaded from their original sources, and using an original and updated antivirus program.



ICANN's

(TRA) has officially opened the activities of the 60th International Public Meeting (ICANN60) of the Internet Corporation for Assigned Names and Numbers (ICANN), in the presence of highly recognized official.

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RIPE 75

(TRA) launched the Internet Protocol Version 6 (IPv6), for the first time in the UAE, during its hosting of the RIPE Network Coordination Centre Meeting 'RIPE 75'.

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Participate

As part of its sponsorship of the 44 Edition of the WorldSkills Abu Dhabi 2017, the Telecommunications Regulatory Authority (TRA) has announced its active participation in the world's leading event in the field of skills'.

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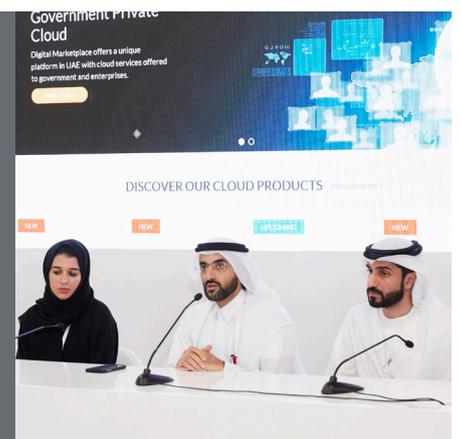
Ajman Digital Government Completes the Procedures to Join FEDnet

(TRA) has completed the interconnection between the Federal Network (FEDnet), and the network of the Digital Government of Ajman, to activate government services between local and federal entities, and facilitate access to information, which would allow comprehensive service provision to customers.

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(TRA) has launched the pilot phase of the initiative 'Market Place' website, during its participation in GITEX Technology Week, under the mGovernment umbrella. The website is one of the mGovernment initiatives, aims to meet the needs of government entities through the private sector companies listed in the website.

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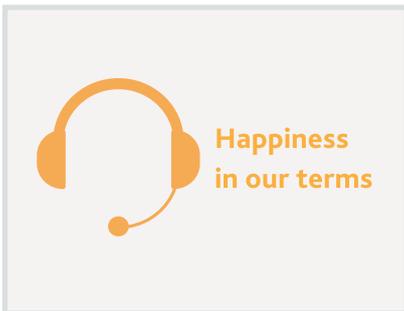
Happiness and positive lifestyle and a government commitment

Customers Happiness newsletter is one of the initiatives of the Customers Happiness Section. It aims to spread awareness on the section's working nature, and to contribute in enhancing and strengthening the concepts of happiness to become a practice, a culture, and a working method in the TRA.



Information

As of 12 November 2017, the working hours will be extended to 6:00 p.m. (from 8:00 a.m. to 6:00 p.m.), based on the report that shows the number of times the customers tried to communicate with us outside working hours.



Happiness in our terms

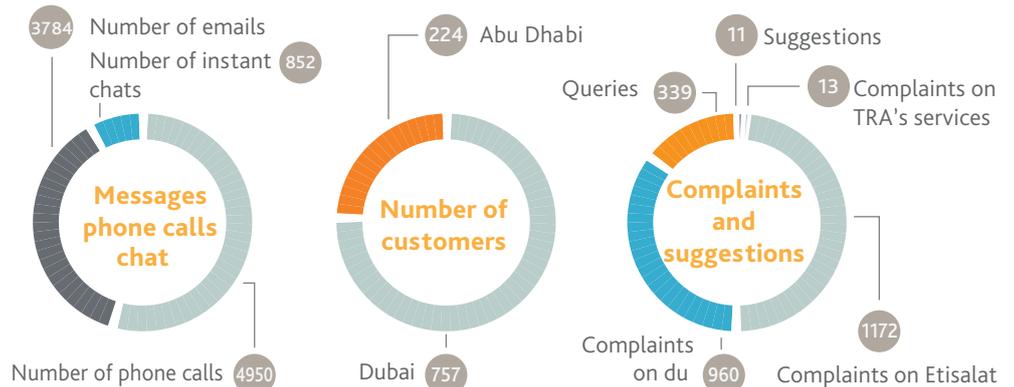
Provided value: the distinguished value offered by the entity products and services to the customers.

Qualitative visions: the observations and analysis that are not based on digital calculations, but on experience, opinions and experience.

Quantitative visions: the observations and analysis that are of a digital nature, often involving calculations based on measurable accounts.



Performance indicators



Happiness Indicator

Customer Happiness Manual

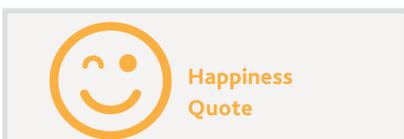
- The first part explains in details the customer's journey and expectations at each stage through the various main channels of service provision (customer happiness centers, call centers, websites and smart applications)
- The second part of the Manual explains 'the happiness enablers', which are the capabilities and practices that must be met by the government entity to achieve the customers' expectation (satisfaction), and then exceed it (achieve their happiness).
- The third part of this Manual is devoted to the guidance that the employee can return to and benefit from in his/her daily interaction with the customers.
- The fourth, and last, part focuses on the concept of 'service design', stipulating a selection of tools that can be used and applied at various stages of service design.



Services Development

What does 'service design' mean?

It is a practical approach that helps to constantly innovate and develop services, to make them simpler, easier and more useful, and in a manner that ensures institutional efficiency. This approach addresses the steps of service provision and points of contact with the customer in a comprehensive, detailed and integrated manner.



Happiness Quote

"Positivity is a way of thinking, and happiness is a way of life. It is not what you own or do that makes you happy, but how you think about it all."

H.H. Sheikh Mohammed bin Rashid Al Maktoum



UAE TRA

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SERVICES & ACTIVITIES

Procurement & Contracts Suppliers registration



All suppliers licensed
for commercial
activity in the UAE



3 working days



TRA website

Consumer Affairs

Addressing Consumer disputes request with licensees on
telecommunications services



(individuals, business
and government
sectors



within 6 working
days



- TRA Website
- TRA Mobile App
- Abu Dhabi and Dubai
Offices
- TRA Call Center