

«Manual»

# Service Manual Version No.: 5.0

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## Definitions

<b>Service</b>	the series of activities or procedures undertaken by the Authority or its deputy to fulfill customer needs
<b>Service Manual</b>	List of services provided by an entity to customers.
<b>Key Service</b>	The primary service provided by the Authority followed by a set of sub and amended services.
<b>Sub Service</b>	Government services can involve different changes based on the type of customer or service goal. Such services are generally provided by the same process or by making a slight change to it.
<b>Customer Classification</b>	Process of dividing customers into homogeneous groups (categories) with different needs, properties or behaviors, including their understanding of the way with which they are treated and how it impacts them.
<b>Service Description</b>	A brief explanation about the service
<b>Process / Service Steps</b>	The main process of service delivery
<b>Service Delivery Channels</b>	Any means of communication or interaction between customers and the Authority through which the customer can access the required services
<b>Time Required to Get the Service</b>	The time period from accepting the customer service request to fulfilling the request for the desired service
<b>Target Audience</b>	The target customer group of the service
<b>Service Fees</b>	Money paid by the customer to be provided with a service

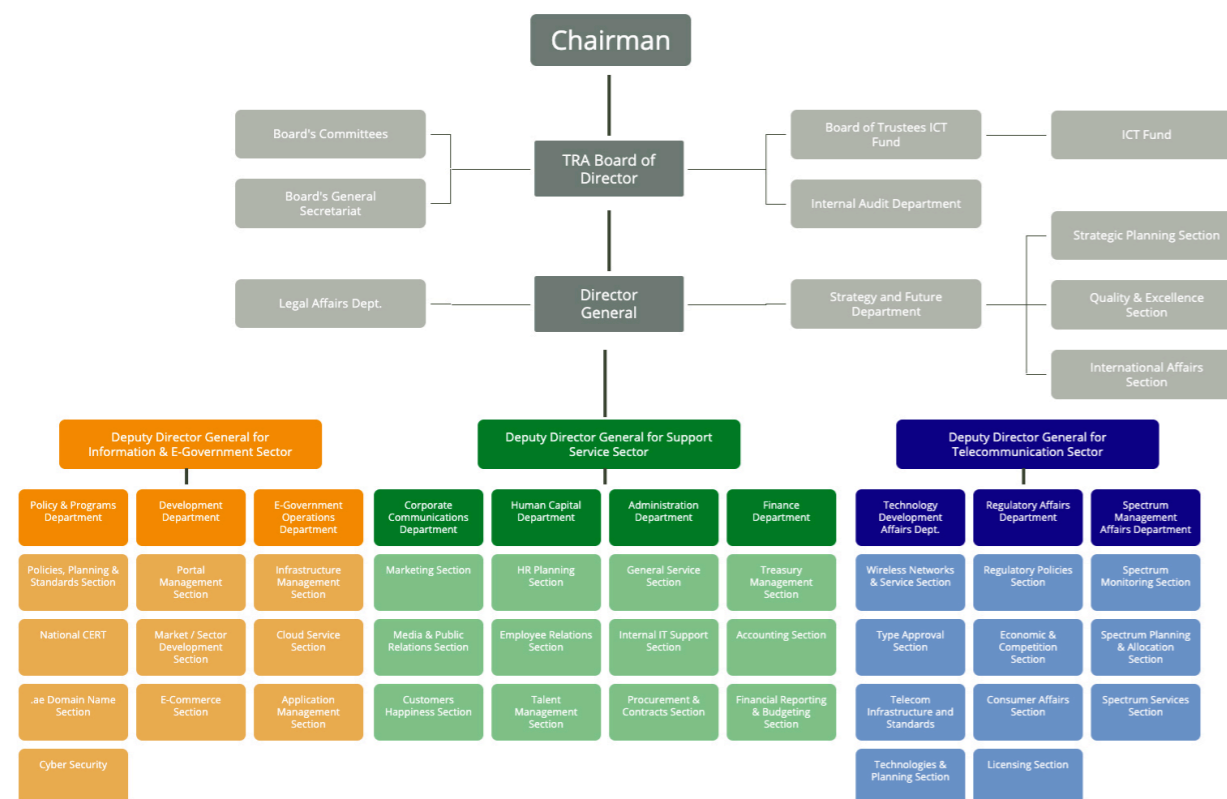
## Service Manual Targets

- Document and list services provided through service channels in the TRA to the different customers
- Define and describe the provided services by the TRA
- Classify the service and group services into categories
- Determine service conditions and requirements
- Identify procedures and steps for submitting applications
- Determine service limitation
- Identify service delivery channels and services provided by each channel
- Time required to be provided with a service

## Area of Implementation

This manual shall be applied to the various service delivery channels of the TRA.

- TRA departments providing services
- The TRA consists of 3 sectors and 14 departments:



## Service Delivery Channels

### Service Centers

- Head office-Abu Dhabi-Al Salam St.
- Dubai office-Al Wahida St. - Al Mamzar
- Website <http://www.tra.gov.ae/>
- E-mail [info@tra.gov.ae](mailto:info@tra.gov.ae)
- Post office box  
PO Box: 26662 Abu Dhabi, United Arab Emirates  
PO Box: 116688 Dubai, United Arab Emirates
- Telephone contact  
Contact center: **80012**
- Fax  
Abu Dhabi, United Arab Emirates Fax: +971 2 61182209
- Social Media



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## Customer Classification

Clients in the TRA are categorized into 4 groups:

- **Government categories**  
Include federal and local entities of the emirate's government
- **Business sector**  
Various private or public organizations or companies
- **Individuals**  
All members of the community having a direct relationship with TRA

## Service Categories and Types

Service categories are divided into 3 types:

- **Government Services:**  
Services provided by federal entities to other government entities whether federal or local
- **Services for the Business Sector:**  
Services provided by the federal government to the business sector.
- **Services for Individuals:**  
Services provided by the federal government to individual customers.

## Services

### Maritime services

#### Service Description

##### Maritime Ship

The Ship Radio License required as a mandatory document to be carried onboard, this license authorizes the installation and use of maritime radio and associated equipment, on a named ship, subject to applicable license conditions. The ship must be registered in the UAE with the Federal Maritime Authority (FTA). A Ship Radio License also assigns the ship a radio identity in the form of its call sign and MMSI. TRA Regulations on Maritime Radio System can be referred for details.

##### Fishing Boats

A special small boat authorization only issued to boats registered with the UAE Ministry of climate change and environment and authorizes the installation and use of maritime radio and associated equipment, on a named trawler, subject to applicable authorization conditions. TRA Regulations on Maritime Radio System can be referred for details.

##### Shore to Ship

This authorization allows use of authorized radio station by entities e.g. shipping agents, port authorities, etc.. to communicate with Vessels to:

- Communicate on Commercial matters using an assigned maritime channel.
- Communicate on ports and harbors to support port operations and ship movement.
- Communicate for search and rescue purpose.

TRA Regulations on Maritime Radio System can be referred for details.

##### Radionavigation

Automatic Identification System (AIS) is a data system whereby ships transmit information relating to the vessel to other AIS stations repetitively and also on interrogation by other AIS stations including shore stations, thereby making themselves known to other ships and shore stations. TRA Regulations on Maritime Radio System can be referred for details.

<p><b>PMR on-board ship</b> a PMR Spectrum Authorization issued to PMR networks requiring dedicated frequency other than maritime and higher power levels than allowed for on board ship. Valid for UAE and international waters.</p>
<p><b>Services:</b></p> <p>For individuals. 1. PMR on-board ship</p> <p>For Business and Government Sector 1. Maritime Ship 2. Shore to Ship 3. Radionavigation 4. PMR on-board ship</p>
<p><b>Service Package</b></p> <p>NA</p>
<p><b>Service Category and Type</b></p> <p>Variation Service - Transactional</p>
<p><b>Service Time</b></p> <p>12 days</p>
<p><b>Target Audience</b></p> <p>Individuals Business</p>
<p><b>Service Requirements</b></p> <p>For individual users. • Coordination letter from FTA or Dubai Marine.</p>

<p>For Business and Government Sector</p> <p>None</p>
<p><b>Service Steps</b></p> <ol style="list-style-type: none"> <li>1. Fill in and submit the application for frequency spectrum authorization along with the required documents</li> <li>2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations</li> <li>3. Collect the frequency spectrum authorization issued by the TRA online</li> </ol>
<p><b>Service Limitation and Link with other services</b></p> <p>NA</p>
<p><b>Service Delivery Channels</b></p> <p>Website Mobile application Customer Happiness Centers</p>
<p><b>Service Fees</b></p> <p>According to the Spectrum Fees Regulation</p>
<p><b>Fixed services</b></p> <p><b>Service Description</b></p> <p><b>Point to Multipoint:</b> Spectrum Authorization for Fixed Terrestrial Point to Multipoint links. Also known as Fixed Wireless Access, Mesh and Broadband Wireless Access (BWA). The TRA Regulations for Fixed radio system can be referred for details on frequency bands, and the channel sets are in accordance with ITU-R F.XXX recommendations.</p>

<b>Point to Point:</b> Spectrum Authorization for Fixed Terrestrial Point to point links. Also known as Microwave links for backhaul connectivity between two points. The TRA Regulations for Fixed radio system can be referred for details on frequency bands, and the channel sets are in accordance with ITU-R F.XXX recommendations.
<b>Services:</b>
Point to Multipoint Point To Point Please check the user guide for using the system in order to apply for the service.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
10 days
<b>Target Audience</b>
Business Government
<b>Service Requirements</b>
Network Diagram

<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Fill in and submit the application for frequency spectrum authorization along with the required documents</li> <li>2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations</li> <li>3. Collect the frequency spectrum authorization issued by the TRA online</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Mobile Application Customer Happiness Centers
<b>Service Fees</b>
According to the Spectrum Fees Regulation
<b>Program making and special events (PMSE)</b>
<b>Service Description</b>
<p>Program making special Events wireless services authorization (PMSE)</p> <p>Data Link (Camera Control): covers the wireless equipment used for data purposes e.g. Radio links for the remote control of cameras, telemetry, and telecommand etc.</p> <p>Wireless Audio Equipment (Wireless Mic, IEM, Talkback): covers the wireless equipment used for audio / sound purposes e.g. Wireless / Radio Mic, In Ear Monitors (IEM), portable audio links, Talkback system etc.</p> <p>Wireless Video Equipment (Wireless Camera): covers the wireless equipment used for video purposes e.g. wireless camera, mobile airborne video link, mobile vehicular video link, portable video links etc.</p>

<p>Digital Satellite News Gathering (DSNG): is a service used to broadcast audio and video for Events' coverage. In order to operate DSNG service, a link between the Events location and the corresponding studio is required through satellite. Spectrum authorization issued for every DSNG equipment, whether it is a flyaway (Portable) or built-in a vehicle.Services:</p> <ul style="list-style-type: none"> <li>• Digital Satellite News Gathering (DSNG)</li> <li>• Wireless Audio Equipment (Wireless Mic, IEM, Talkback)</li> <li>• Wireless Data Equipment (Camera Control)</li> <li>• Wireless Video Equipment (Wireless Cameras)</li> </ul>
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
30 Days
Target Audience
Business Government
Service Requirements
Obtain the appropriate approvals from NMC

Service Steps
<ol style="list-style-type: none"> <li>1. Fill in and submit the application for frequency spectrum authorization along with the required documents</li> <li>2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations</li> <li>3. Collect the frequency spectrum authorization issued by the TRA online.</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website Mobile Application Customer Happiness Centers
Service Fees
According to the Spectrum Fees Regulation
<b>Broadcasting services</b>
<b>Service Description</b>
<p>FM Sound Broadcasting, Digital Audio Broadcasting (T-DAB), Digital Video Broadcasting (DVB-T), AM Sound Broadcasting (LW/MW), HF Broadcasting (HFBC), and Digital Radio Mondial are terrestrial broadcasting services using frequency spectrum. Frequencies used in these services are subject to the provisions of international and regional conventions and agreements as well as coordination with neighboring countries.</p> <p>Broadcasting wireless services authorization .</p> <ul style="list-style-type: none"> <li>• FM Sound Broadcasting</li> <li>• Digital Audio Broadcasting (T-DAB)</li> <li>• Digital Video Broadcasting (DVB-T)</li> <li>• AM Sound Broadcasting (LW/MW)</li> <li>• HF Broadcasting (HFBC)</li> </ul>

Digital Radio Mondial
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
7 days
Target Audience
Individuals Business Government
Service Requirements
Obtain the appropriate approvals from NMC
Service Steps
<ol style="list-style-type: none"> <li>1. Fill in and submit the application for frequency spectrum authorization along with the required documents</li> <li>2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations</li> </ol> <p>Collect the frequency spectrum authorization issued by the TRA online</p>
Service Limitation and Link with other services
NA

Service Delivery Channels
Website Customer Happiness Centers
Service Fees
According to the Spectrum Fees Regulation
<b>Aeronautical services</b>
<b>Service Description</b>
<p>The Aircraft/Gliders/Balloons Radio license is a license given to an aircraft by TRA to permit the operation of all radio equipment on the Aircraft/Gliders/Balloons necessary for communication, navigation and surveillance purposes. The Aircraft/Gliders/Balloons Radio License required as a mandatory document to be carried onboard, this license authorizes the installation and use of aeronautical radio and associated equipment, on a named Aircraft/Glider/Balloon, subject to applicable license conditions. The Aircraft/Gliders/Balloons must be registered in the UAE with the General civil aviation authority (GCAA). TRA Regulations on Aeronautical can be referred for more details.</p> <p><b>Individual</b></p> <ul style="list-style-type: none"> <li>• Aircraft</li> <li>• Gliders/Balloons</li> </ul> <p><b>Business and government</b></p> <ul style="list-style-type: none"> <li>• Aircraft</li> <li>• Gliders/Balloons</li> <li>• Ground to Air</li> </ul>
Service Package
NA
Service Category and Type
Variation Service - Transactional



Service Time
12 Days
Target Audience
Individuals Business Government
Service Requirements
<ul style="list-style-type: none"> <li>• Fill in the application form</li> <li>• Pay spectrum fees</li> </ul>
Service Steps
<ol style="list-style-type: none"> <li>1. Fill in and submit the application for frequency spectrum authorization along with the required documents</li> <li>2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations</li> <li>3. Collect the frequency spectrum authorization issued by the TRA online</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website Customer Happiness Centers
Service Fees
According to the Spectrum Fees Regulation

<b>Radar systems</b>
<b>Service Description</b>
<p>The Radar authorization issued for a station that is operated defined as : to determine the position, velocity or other characteristics of an object; or to obtain information relating to those characteristics TRA issue three types of radar ( ground, maritime, and aeronautical) TRA Regulations on Radar can be referred for details.</p> <p>Services:</p> <ul style="list-style-type: none"> <li>• Radar System</li> </ul>
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
15 Days
Target Audience
Individuals Business Government
Service Requirements
NA

<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Fill in and submit the application for frequency spectrum authorization along with the required documents</li> <li>2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations</li> <li>3. Collect the frequency spectrum authorization issued by the TRA online</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Customer Happiness Centers
<b>Service Fees</b>
According to the Spectrum Fees Regulation
<b>Class Authorization (Short Range Devices)</b>
<b>Service Description</b>
Spectrum Authorization which allows any person to use the ultra wideband (UWB) and short range devices (SRD). TRA Regulations on UWB and SRD can be referred for details.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional

<b>Service Time</b>
9 Days
<b>Target Audience</b>
Individuals Business Government
<b>Service Requirements</b>
NA
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Fill in the online application form for frequency spectrum authorization at the TRA website (www.tra.gov.ae) and attach the required document</li> <li>2. Payment of spectrum fees as per the invoice issued by TRA, within the specified deadline, as per the frequency spectrum fees regulation</li> <li>3. TRA will issue frequency spectrum authorization and send it to the applicant online</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Customer Happiness Centers
<b>Service Fees</b>
According to the Spectrum Fees Regulation

Amateur Services
<b>Service Description</b>
Spectrum Authorization to Amateurs (ham radio), for the purpose of self-training, recreation and hobby, allowing communication with other radio amateurs. TRA Regulations on Amateur Radio can be referred for details.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
12 Days
<b>Target Audience</b>
Individuals
<b>Service Requirements</b>
<ol style="list-style-type: none"> <li>1. Copy of passport (and Copy of valid residency visa for non-UAE Nationals)</li> <li>2. Personal data application</li> <li>3. Home country Amateur radio license for non-UAE Nationals</li> <li>4. Copy of Emirates Amateur Radio Society EARS membership</li> </ol>
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Fill in and submit the application for frequency spectrum authorization along with the required documents.</li> <li>2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations.</li> <li>3. Collect the frequency spectrum authorization issued by the TRA online.</li> </ol>

Service Limitation and Link with other services
NA
<b>Service Delivery Channels</b>
Website Customer Happiness Centers Mobile Application
<b>Service Fees</b>
According to the Spectrum Fees Regulation
Private Mobile Radio
<b>Service Description</b>
Mobile Private (Walkie-Talkie) Two way radio or Private mobile radio or what is known as walky-talky enables users to apply for a range of Authorizations the use of radio systems used to pass messages to, from or between handheld units, vehicle mounted, and base station as an aid to conducting private communication. Typical Private mobile Radio Radio users include taxi companies, factories, shopping centers, hospitals, security companies recreations activities and construction companies."
<b>Camel Race/ Hunting</b>
A type of PMR authorization issued for recreation and cultural activity including <ul style="list-style-type: none"> <li>• camel race for communication between the camel and the owner during the race</li> <li>• Safari for communication between group of people in the desert</li> <li>• Hunting for communication between group of people during hunting</li> </ul>
<b>Services:</b>
For individual <ul style="list-style-type: none"> <li>• Camel Race/ Hunting</li> </ul>

**For business and government sector:**

- Private Mobile Radio
- Public Land Mobile (Cellular)
- Cellular Mobile (Railway)
- Public Trunking

Please check the user guide for using the system in order to apply for the service.

Service Package

NA

Service Category and Type

Variation Service - Transactional

Service Time

22 Days

Target Audience

Individuals  
Business  
Government

Service Requirements

**For individual**

1. Vehicle Registration
2. NOC from the Camel Race Association

**For business and government sector:**

1. Vehicle Registration (for Private Mobile Radio services only)

Service Steps

1. Fill in and submit the application for frequency spectrum authorization along with the required documents
2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations
3. Collect the frequency spectrum authorization issued by the TRA online

Service Limitation and Link with other services

NA

Service Delivery Channels

Website  
Customer Happiness Centers  
Mobile Application

Service Fees

According to the Spectrum Fees Regulation

**Public Mobile**

**Service Description**

Spectrum Authorization for International Mobile Telecommunications (IMT) issued to Mobile Telecom Operators (Licensees) to offer mobile services to public.

Spectrum Authorization for the specific portions of International Mobile Telecommunications (IMT) limited to Railway Applications.

Spectrum Authorization for the digital trunking like TETRA for offering Public Telecom Service by Licensee.

Service Package

NA

Service Category and Type
Variation Service - Transactional
Service Time
7 days
Target Audience
Business
Service Requirements
The application form
Service Steps
<ol style="list-style-type: none"> <li>1. Log in to user account on TRA website (www.tra.gov.ae)</li> <li>2. Fill-in the application form for wireless services authorization available on the website, and attach the required documents electronically.</li> <li>3. TRA will verify the request and allocate the suitable frequency and coordinate with concerned entities (if needed)</li> <li>4. Fees payment as per the invoice and in accordance with the spectrum fees regulation.</li> <li>5. TRA will issue the wireless service authorization and deliver it electronically to the applicant.</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website
Service Fees
According to the Spectrum Fees Regulation

<b>Satellite Services</b>
<b>Service Description</b>
<p><b>Earth Station:</b> Spectrum authorization issued for every Earth station antenna communicating with a satellite. Spectrum authorization has to be obtained for any Earth station antenna, regardless of the direction of transmission, and for the use of any frequency bands.</p> <p><b>VSAT:</b> Spectrum authorization issued for Very Small Aperture Terminals (VSAT), which are not subject to a class authorization. VSATs operating under a licensed service provider are class authorized.</p> <p><b>GMPCS:</b> Spectrum authorization issued for the licensed GMPCS service provider for the use of the L-band frequency spectrum to provide GMPCS services to the public</p> <p><b>ESIM:</b> Spectrum authorization issued for Earth station in motion mounted on land based vehicles. Aeronautical and maritime ESIMs are included in the aircraft and ship licenses Services:</p> <ul style="list-style-type: none"> <li>• Earth Station</li> <li>• VSAT</li> <li>• GMPCS</li> <li>• ESIM</li> </ul>
Service Package
NA
Service Category and Type
Variation Service - Transactional

Service Time
25 Days
Target Audience
Individuals Business Government
Service Requirements
Letter of the annual frequency allocation quota for the service provider (for GMPCS services)
Service Steps
<ol style="list-style-type: none"> <li>1. Fill in and submit the application for frequency spectrum authorization along with the required documents</li> <li>2. Payment of spectrum fees through the specified payment channels in accordance with the TRA spectrum fees regulations</li> <li>3. Collect the frequency spectrum authorization issued by the TRA online</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website Customer Happiness Centers
Service Fees
According to the Spectrum Fees Regulation

<b>Cancel authorization</b>
<b>Service Description</b>
Applicant is eligible to apply for cancellation application any time during the spectrum authorization validity period until 30 days after expiry.
Caution: Spectrum authorization cancelation is an automated process that applies instantly after request submission. No fees applies for authorization cancelation request.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
1 day
Target Audience
Business Government
Service Requirements
NA
Service Steps
<ol style="list-style-type: none"> <li>1. Filling in the online application form for spectrum authorization / License cancellation on TRA website (<a href="http://www.tra.gov.ae">www.tra.gov.ae</a>)</li> <li>2. TRA cancels the spectrum authorization / license immediately after submitting the application</li> </ol>

Service Limitation and Link with other services
Complementary service to cancel permits or licenses for all spectrum services
Service Delivery Channels
Website Customer Happiness Centers Mobile Application
Service Fees
NA
<b>Modify authorization</b>
<b>Service Description</b>
Applicant is eligible to modify technical or administrative information of a frequency spectrum authorization any time during the validity period (modification request after expiry will not be considered). All technical modification request is subject to the TRA decisions. The TRA Fees regulations is applied.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
14 days

Target Audience
Individuals Business Government
Service Requirements
Certificate of Vehicle Registration in case of requesting modification for PMR authorization of vehicle mounted only
Service Steps
<ol style="list-style-type: none"> <li>1. Fill in and submit the application form for authorization/license modification at the TRA website</li> <li>2. Payment of spectrum fees as per the invoice issued, within the specified deadline, as per the frequency spectrum fees regulation.</li> <li>3. TRA will issue frequency spectrum authorization and send it to the applicant online.</li> </ol>
Service Limitation and Link with other services
Complementary service to modify permits or licenses for all spectrum services
Service Delivery Channels
Website Customer Happiness Center
Service Fees
According to the Spectrum Fees Regulation

<b>Renew authorization</b>
<b>Service Description</b>
All annual Spectrum authorizations are renewable. The renewal period start 30 days before expiry and valid to 30 days after expiry. The TRA will initiate a smart renewal process on the day of expiry allowing the invoice to be generated. The invoice will be available on the applicant online portal for settlement. Applicant may apply for cancellation if not willing to renew the authorization. TRA will cease the authorization 30 days after the authorization expiry if invoice is not settled or cancellation request is not submitted.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
10 days
<b>Target Audience</b>
Individuals Business Government Service Requirements
<b>For individuals</b>
1. Copy of passport (and Copy of valid residency visa for non-UAE Nationals) for Amateur Radio services 2. Personal data application form for Amateur Radio services For Government and Business No Document required

<b>Service Steps</b>
1. Fill in and submit the online application form for renewal at the TRA website. 2. Payment of spectrum fees as per the issued invoice, within the specified deadline, as per the frequency spectrum fees regulation 3. TRA will issue frequency spectrum authorization and send it to the applicant online.
<b>Service Limitation and Link with other services</b>
Complementary service to renew permits or licenses for all spectrum services
<b>Service Delivery Channels</b>
Website Customer Happiness Centers Mobile Application
<b>Service Fees</b>
According to the Spectrum Fees Regulation
<b>Technology trial</b>
<b>Service Description</b>
Issuing Wireless Authorizations for technology trial wireless services.
<b>Services:</b>
1. Technology trials
<b>Service Package</b>
NA



Service Category and Type
Variation Service - Transactional
Service Time
7 days
Target Audience
Individuals Business Government
Service Requirements
1. A copy of the Amiri Decree of the government entity or trade license 2. A letter from the supplier containing the details of the equipment 3. Equipment booklets
Service Steps
1. Log in to user account on TRA website (www.tra.gov.ae) 2. Fill-in the application form for wireless services authorization available on the website, and attach the required documents electronically. 3. TRA will verify the request and allocate the suitable frequency and coordinate with concerned entities (if needed) 4. Fees payment as per the invoice and in accordance with the spectrum fees regulation. 5. TRA will issue the wireless service authorization and deliver it electronically to the applicant.
Service Limitation and Link with other services
NA

Service Delivery Channels
Website
Service Fees
According to the Spectrum Fees Regulation
<b>Make Inquiry</b>
<b>Service Description</b>
A service to provide an inquiry about TRA services.
Service Package
NA
Service Category and Type
Variation Service - Informational
Service Time
1 working Day
Target Audience
Individual Business Government
Service Requirements
NA

<b>Service Steps</b>
<ul style="list-style-type: none"> <li>- Submitting the inquiry through the different service delivery channels.</li> <li>- Receiving the response.</li> </ul>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Customer Happiness Centers Contact Center Email Website Mobile Application
<b>Service Fees</b>
No Fees
<b>Complaint about TRA</b>
<b>Service Description</b>
A sub service from a key customer relations service for submitting complaints or feedback on the Authority (like: TRA services, employees .. etc.)
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Informational

<b>Service Time</b>
1 working day
<b>Target Audience</b>
Individual Business Government
<b>Service Requirements</b>
For individuals: Copy of ID (both sides) or copy of passport. For companies: Letter of authorized signatory plus a valid business license.
<b>Service Steps</b>
<ul style="list-style-type: none"> <li>- Submitting a complaint through the different service delivery channels.</li> <li>- Attach ID for individuals, and business license for companies.</li> <li>- Attach any supporting documents (If any)</li> <li>- Obtain complaint resolution</li> <li>- Request reopening the case when there are new evidences or dissatisfaction with the provided resolution.</li> </ul>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Customer Happiness Centers Contact Center Email Website Mobile Application

Service Fees
NA
<b>Submit Suggestion</b>
<b>Service Description</b>
A service for submitting a suggestion to the Authority.
Service Package
NA
Service Category and Type
Variation Service - Informational
Service Time
14 working Day
Target Audience
Individual Business Government
Service Requirements
NA
Service Steps
- Submitting the suggestion through the different service delivery channels. - Obtain the response.

Service Limitation and Link with other services
NA
Service Delivery Channels
Customer Happiness Centers Contact Center Email Website Fax Mobile Application
Service Fees
No Fees
<b>Complaint about Telecomm providers</b>
<b>Service Description</b>
<ul style="list-style-type: none"> <li>A sub service from a key customer relations service available to consumers of telecom services in the UAE aiming to assist them in resolving any dispute that may emerge between them and telecom service providers.</li> </ul>
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
5 working days

<b>Target Audience</b>
Individual Business Government
<b>Service Requirements</b>
<ul style="list-style-type: none"> <li>- Your contact details: (Full name, contact number, email address);</li> <li>- Your ID: Copy of valid emirates ID (both sides), or copy of valid passport; for companies: Copy of power of attorney and business license</li> <li>- Complaint reference number provided by the service provider:</li> <li>- Disputed account number (mobile number, landline, internet username, etc.);</li> <li>- Written description about the complaint;</li> </ul> <p>Any supporting documents (copies of all correspondences from the service provider, invoices, etc.);</p>
<b>Service Steps</b>
<p>The consumer must follow these steps:</p> <ul style="list-style-type: none"> <li>- File a complaint with your service provider according to its consumer complaint procedures. Where the service provider must: <ul style="list-style-type: none"> <li>• Notify the consumer about receiving the complaint</li> <li>• Provider the consumer with a case number</li> <li>• Investigate the complaint in a reasonable time and inform the consumer about the final outcome.</li> </ul> </li> <li>- In the event that the consumer is not satisfied with the outcome or if there is no outcome then the consumer can escalate the complaint to the TRA along with the required documents to settle it according to TRA's Consumer Dispute Resolution Procedures by: <ul style="list-style-type: none"> <li>- Submitting a complaint through the different service delivery channels</li> <li>- Attach customer ID/ Business license for companies</li> <li>- Attach supporting documents of the complaint (if any)</li> <li>- Receive a solution to the complaint</li> </ul> </li> </ul>

- Request reopening the case when there are new evidences or dissatisfaction with the provided resolution
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Customer Happiness Centers Contact Center Email Website Fax Social Media Mobile Application
<b>Service Fees</b>
No Fees
<b>NOC For practicing e-activity</b>
<b>Service Description</b>
Provide Non objection letter to declare that the TRA has no concerns about conducting an e-activity for websites and social media accounts in the UAE
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional

Service Time
2 working days
Target Audience
Individuals Business
Service Requirements
<ul style="list-style-type: none"> <li>• Copy of a valid ID</li> <li>• Copy of Trade License (if applicable)</li> <li>• Website URL</li> </ul>
Service Steps
<ol style="list-style-type: none"> <li>1. Fill in the online form</li> <li>2. Attach the required documents</li> <li>3. The TRA will process the application</li> <li>4. No objection letter delivered via email and handed over the customer happiness counter in Dubai or Abu Dhabi branch</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website
Service Fees
NA

<b>Sim Card Point of Sale Registration</b>
<b>Service Description</b>
This service involves registration of SIM cards points of sale in the UAE. It should be requested before starting the trading activity
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
One working day
Target Audience
Business
Service Requirements
<ol style="list-style-type: none"> <li>1- Valid Trade License with telecommunication activity</li> <li>2- External and initial approvals</li> <li>3- Power of attorney letter from the company and ID copy of the authorized person</li> <li>4- Map Location from Google Maps</li> </ol>
Service Steps
<ol style="list-style-type: none"> <li>1- Create new account and get new username and password.</li> <li>2- Fill-in and submit the online request form</li> <li>3- Fee payment</li> <li>4- Review the application from TRA</li> <li>5- Get the service</li> </ol>

Service Limitation and Link with other services
NA
Service Delivery Channels
Website Mobile Application
Service Fees
2500 AED
<b>Renew SIM Card Point of Sale Registration</b>
<b>Service Description</b>
Registration of SIM cards points of sale in the UAE renewal
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
one working day
Target Audience
Business

Service Requirements
1. Valid Trade License with telecommunication activity 2. External and initial approvals 3. Power of attorney letter from the company and ID copy of the authorized person
Service Steps
1- Fill in and submit the online request form 2- Fee payment 3- Review the application by TRA 4- Receive the service
Service Limitation and Link with other services
Complementary service for renewing the application for Sim Card Point of Sale Registration
Service Delivery Channels
Website Mobile Application
Service Fees
2500 Dirhams
<b>Modify SIM Card Point of Sale Registration</b>
<b>Service Description</b>
Modify the details of Registration of SIM cards points of sale in the UAE
Service Package
NA

<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
one working day
<b>Target Audience</b>
Business
<b>Service Requirements</b>
<ol style="list-style-type: none"> <li>1. Valid Trade License with telecommunication activity</li> <li>2. External and initial approvals</li> <li>3. Power of attorney letter from the company and ID copy of the authorized person</li> </ol>
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1- Fill in and submit the online request form</li> <li>2- Fee payment</li> <li>3- Review the application by TRA</li> <li>4- Receive the service</li> </ol>
<b>Service Limitation and Link with other services</b>
Complementary service for modifying the application for Sim Card Point of Sale Registration
<b>Service Delivery Channels</b>
Website Mobile Application

<b>Service Fees</b>
No Fees
<b>Cancel SIM Card Point of Sale Registration</b>
<b>Service Description</b>
This service involves cancelling registration of SIM cards points of sale in the UAE
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
1 working day
<b>Target Audience</b>
Business
<b>Service Requirements</b>
<ol style="list-style-type: none"> <li>1- Valid Trade License</li> <li>2- letter from DED for removing SIM activity</li> <li>3- letter from the company for removing SIM activity</li> </ol>
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1- letter from DED for removing SIM activity</li> <li>2- letter from the company for removing SIM activity</li> <li>3- Review the application from TRA</li> <li>4- Get NOC letter from TRA to DED</li> </ol>

Service Limitation and Link with other services
Complementary service for canceling the application for Sim Card Point of Sale Registration
Service Delivery Channels
Customer Happiness Centers
Service Fees
No Fees
<b>Register Telecom Supplier</b>
<b>Service Description</b>
Registration of manufacturers and suppliers of telecommunications equipment is required before starting a business
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
within 1 working day
Target Audience
Business

Service Requirements
<ol style="list-style-type: none"> <li>1- Valid Trade License with telecommunication activity</li> <li>2- External and initial approvals from local department of economy or free zone area (local companies only)</li> <li>3- Power of attorney letter from the company and ID copy of the authorized person</li> </ol>
Service Steps
<ol style="list-style-type: none"> <li>1- Create new account and get new username and password.</li> <li>2- Fill in and submit the online request form</li> <li>3- Fee payment</li> <li>4- Review the application by TRA</li> <li>5- Receive the service</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website Mobile Application
Service Fees
5500 AED for five years
<b>Renew Registration of telecom supplier</b>
<b>Service Description</b>
This service involves renewing the registration of Dealers for telecommunications equipment
Service Package
NA



<b>Service Category and Type</b>
Auxiliary Service - Transactional
<b>Service Time</b>
within 1 working day
<b>Target Audience</b>
Business
<b>Service Requirements</b>
Valid Trade License
<b>Fees payment</b>
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1- Log in using the existing username and password.</li> <li>2- Submit the electronic Dealer registration form / Choose Renew Dealer Registration</li> <li>3- Fees payment</li> <li>4- Review the application by TRA</li> <li>5- Receive the service</li> </ol>
<b>Service Limitation and Link with other services</b>
Supplementary service for Register Telecom Supplier
<b>Service Delivery Channels</b>
<p>Website Mobile Application</p>

<b>Service Fees</b>
5100 AED (Kindly Note that a penalty of AED100 will be charged after completing 30 days from the certificate expiration date)
<b>Cancel Registration of Telecom Supplier</b>
<b>Service Description</b>
This service involves cancelling the registration of telecom supplier in the UAE
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Auxiliary Service - Transactional
<b>Service Time</b>
One working day
<b>Target Audience</b>
Business
<b>Service Requirements</b>
Valid Trade License
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1- Log in using the existing username and password.</li> <li>2- Submit the electronic Dealer registration form / Choose Renew Dealer Registration</li> <li>3- Review the application by TRA</li> <li>4- Receive the service</li> </ol>

Service Limitation and Link with other services
Supplementary service for Register Telecom Supplier
Service Delivery Channels
Website Mobile Application
Service Fees
No Fees
<b>Modify Registration of Telecom Suppliers</b>
<b>Service Description</b>
This service involves modifying data of telecommunications equipment Dealers in the UAE
Service Package
NA
Service Category and Type
Auxiliary Service - Transactional
Service Time
One working day
Target Audience
Business

Service Requirements
<ul style="list-style-type: none"> <li>Electronic Dealer registration form /choose modify Dealer Registration</li> <li>External and initial approvals</li> </ul>
Service Steps
<ul style="list-style-type: none"> <li>Log in using the existing username and password.</li> <li>Submit the online request form</li> <li>Review the application by TRA</li> <li>Receive the service</li> </ul>
Service Limitation and Link with other services
Supplementary service for Register Telecom Supplier
Service Delivery Channels
Website Mobile Application
Service Fees
No Fees
<b>Register and Approve Telecom Equipment with testing</b>
<b>Service Description</b>
This involves registering telecom equipment with Testing before they are imported in the UAE in accordance with the laws and regulations / Is requested before selling devices in UAE markets
Service Package
NA

<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
within 10 working days
<b>Target Audience</b>
Business
<b>Service Requirements</b>
<p>Application should be submitted by a company registered in the TRA Type approval system:</p> <ul style="list-style-type: none"> <li>• Filling-in in the online application form</li> <li>• Providing the technical documentation required for Advanced Equipment Registration level: <ul style="list-style-type: none"> <li>- Declaration of IMEI security.</li> <li>- List of approved IMEI.</li> <li>- Declaration of Conformity</li> <li>- Test reports issued by a recognized test lab (International Laboratory Accreditation Cooperation (ILAC).</li> <li>- Technical Datasheet</li> <li>- Performing additional technical tests at the telecom equipment National Lab.</li> <li>- Samples should be submitted To TRA: Normal Sample</li> <li>- Testing Sample with RF Cable</li> </ul> </li> <li>• Fee payment</li> </ul>

<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1- Log in using the existing username and password.</li> <li>2- Submit the online request form</li> <li>3- Pay the fees</li> <li>4- Submit Equipment's Sample</li> <li>5- Receive the service</li> </ol>
<b>Service Limitation and Link with other services</b>
For businesses that are registered with TRA as an approved equipment supplier.
<b>Service Delivery Channels</b>
Customer Happiness Centers Website
<b>Service Fees</b>
<p>Application Review: 500 AED Certificate: 200 AED Testing depends on the device:</p> <ul style="list-style-type: none"> <li>• Emergency Broadcast Test 2100 AED</li> </ul>
<b>Register and Approve Telecom Equipment without testing</b>
<b>Service Description</b>
This involves registering telecom equipment before they are imported in the UAE in accordance with the laws and regulations / Is requested before selling devices in UAE markets
<b>Service Package</b>
NA

<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
within 3 working days
<b>Target Audience</b>
Business
<b>Service Requirements</b>
<ul style="list-style-type: none"> <li>- Application should be submitted by a company registered in the TRA online system</li> <li>- Filling-in the online request form to register telecom equipment.</li> <li>- Providing technical documentation required for Declaration of Conformity level: <ul style="list-style-type: none"> <li>• Declaration of Conformity</li> <li>• Letters of support from the manufacturers or their authorized agents</li> <li>• Technical Datasheet</li> <li>• For GSM devices: <ul style="list-style-type: none"> <li>• Declaration of IMEI security.</li> <li>• List of approved IMEI.</li> </ul> </li> </ul> </li> <li>• Provide technical documentation required for General Equipment Registration level: <ul style="list-style-type: none"> <li>• Declaration of Conformity</li> <li>• Test reports issued by a recognized test labs (International Laboratory Accreditation Cooperation (ILAC).</li> <li>• Letters of support from the manufacturers or their authorized agents</li> <li>• Technical Datasheet</li> <li>• For GSM devices: <ul style="list-style-type: none"> <li>• Declaration of IMEI security.</li> <li>• List of approved IMEI.</li> </ul> </li> </ul> </li> <li>- Fee payment</li> <li>- Two sample should be submitted whenever it is requested from TRA</li> </ul>

<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1- Log in using the existing username and password.</li> <li>2- Submit the online request form</li> <li>3- Review the application by TRA</li> <li>4- Receive the service</li> </ol>
<b>Service Limitation and Link with other services</b>
For businesses that are registered with TRA as an approved equipment supplier.
<b>Service Delivery Channels</b>
Website
<b>Service Fees</b>
Application Review: 500 AED Certificate: 200 AED
<b>Custom Release Permit for Telecom Devices</b>
<b>Service Description</b>
<p>This service involves issuing custom release permit for telecommunications equipment in the UAE / service may be requested by :</p> <ol style="list-style-type: none"> <li>1 - Individuals who are interested in importing telecommunications equipment for personal use.</li> <li>2 - Manufacturers and suppliers of telecommunications equipment in the UAE registered with TRA.</li> <li>3- International companies or local companies those will attend exhibitions in UAE</li> </ol>
<b>Service Package</b>
NA

<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
within 1 Hour
<b>Target Audience</b>
Individual Business
<b>Service Requirements</b>
<p>For individuals: 1 - customs documents for the shipment 2 - technical specifications of the equipment (if necessary)</p> <p>For companies: Type approval certificate 1- Customs Declaration 2- Purchase Order 3-international companies or local companies those will attend exhibitions in UAE , should submit the following documents to TRA : A- A letter from the organizer stating the company concerned will participate in the exhibition, including the name, date, location of the exhibition, and the stand number of the company B- Undertaken letter mentioning that items will be return back after the end of the exhibition.</p>
<b>Service Steps</b>
<p>1- Create new account and get new username and password OR login using the existing username and password. 2- Submit the online request form 3- Review the application from TRA 4- Get the service</p>

<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Mobile Application
<b>Service Fees</b>
No Fees
<b>Renew Approval of Telecommunication Devices</b>
<b>Service Description</b>
Renew the registration and approval of telecommunications equipment in the UAE/ should be requested before the end of the Approval Certificate
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Auxiliary Service - Transactional
<b>Service Time</b>
1 working day
<b>Target Audience</b>
Business

Service Requirements
1- Provide the required technical documents (If required) 2- Fee payment
Service Steps
1- Log in using the existing username and password. 2- Submit the electronic telecommunication registration form / Choose Renew option 3- Fee payment 4- Review the application by TRA 5- Receive the service
Service Limitation and Link with other services
Service Delivery Channels
Website
Service Fees
100 AED (Kindly note that a penalty of AED100 will be charged monthly after 30 days from the certificate expiration date, after 6 months application will be rejected)
<b>License of Certification Service Provider(CSP)</b>
<b>Service Description</b>
License of Certification Service Provider (CSP)
Service Package
NA
Service Category and Type
Variation Service - Transactional

Service Time
14 working days
Target Audience
Business
Service Requirements
1. Memorandum of Association or equivalent documents approved by the UAE 2. CSP Statement of business activities (including activities not related to certification services if applicable) 3. Organizational structure of the company's ownership 4. Statement of financial resources and audited data for the last two financial years 5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification 6. Endorsement of trustees 7. External audit report (5 copies) 8. Statement of practice of certification
Service Steps
1. Click on "start service", then login using your credential or create a new account 2. Fill-in the application form and attach the needed documents 3. Review application by TRA 4. Receive the license
Service Limitation and Link with other services
NA
Service Delivery Channels
Website Customer Happiness Centers

<b>Service Fees</b>
<ul style="list-style-type: none"> <li>New application 5000 AED</li> <li>CSP License valid for one year 20,000 AED</li> <li>CSP License valid for Five year 75,000 AED</li> <li>Request to amend CSP registration data and documents 2500 AED.</li> </ul>
<b>Renew License of certification service provider</b>
<b>Service Description</b>
Renew License of certification service provider
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Auxiliary Service - Transactional
<b>Service Time</b>
14 working days
<b>Target Audience</b>
Business
<b>Service Requirements</b>
<ol style="list-style-type: none"> <li>Memorandum of Association or equivalent documents approved by the UAE</li> <li>CSP Statement of business activities (including activities not related to certification services if applicable)</li> <li>Organizational structure of the company's ownership</li> <li>Statement of financial resources and audited data for the last two financial years</li> <li>Demonstrate the availability of adequate insurance covering the operations and activities of the certification</li> </ol>

<ol style="list-style-type: none"> <li>Endorsement of trustees</li> <li>External audit report (5 copies)</li> <li>Statement of practice of certification</li> </ol>
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>Click on "start service", then login using your credential or create a new account</li> <li>Fill-in the application form and attach the needed documents</li> <li>Review application by TRA</li> <li>Receive the license</li> </ol>
<b>Service Limitation and Link with other services</b>
For business that has obtained License of Certification Service Provider (CSP)
<b>Service Delivery Channels</b>
<p>Website</p> <p>Customer Happiness Centers</p> <p>Mobile Application</p>
<b>Service Fees</b>
<ul style="list-style-type: none"> <li>Renewal application 5000 AED</li> <li>CSP License valid for one year 20,000 AED</li> <li>CSP License valid for Five year 75,000 AED</li> <li>Request to amend CSP registration data and documents 2500 AED.</li> </ul>
<b>Notification of Foreign Certification Service Provider</b>
<b>Service Description</b>
Notification of Foreign Certification Service Provider
<b>Service Package</b>
NA

Service Category and Type
Variation Service - Transactional
Service Time
14 working days
Target Audience
Business
Service Requirements
<ol style="list-style-type: none"> <li>1. Memorandum of Association or equivalent documents approved by the UAE</li> <li>2. Foreign CSP Statement of business activities (including activities not related to certification services if applicable)</li> <li>3. organizational structure of the company's ownership</li> <li>4. Statement of financial resources and audited data for the last two financial years</li> <li>5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification</li> <li>6. Endorsement of trustees</li> <li>7. External audit report (5 copies)</li> <li>8. Statement of practice of certification</li> </ol>
Service Steps
<ol style="list-style-type: none"> <li>1. Click on "start service", then login using your credential or create a new account</li> <li>2. Fill-in the application form and attach the needed documents</li> <li>3. Review application by TRA</li> <li>4. Receive the notification</li> </ol>
Service Limitation and Link with other services
NA

Service Delivery Channels
<p>Website Customer Happiness Centers Mobile Application</p>
Service Fees
<ul style="list-style-type: none"> <li>• New application 5000 AED</li> <li>• Registration of Notification of Foreign Certification Service Provider 5000 AED</li> <li>• Request to amend registration data and documents 2500 AED.</li> </ul>
<b>Renew Notification of foreign certification service provider</b>
<b>Service Description</b>
Renew Notification of foreign certification service provider
Service Package
NA
Service Category and Type
Auxiliary Service - Transactional
Service Time
14 working days
Target Audience
Business



Service Requirements
<ol style="list-style-type: none"> <li>1. Memorandum of Association or equivalent documents approved by the UAE</li> <li>2. the foreign CSP Statement of business activities (including activities not related to certification services if applicable)</li> <li>3. organizational structure of the company's ownership</li> <li>4. Statement of financial resources and audited data for the last two financial years</li> <li>5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification</li> <li>6. Endorsement of trustees</li> <li>7. External audit report (5 copies)</li> <li>8. Statement of practice of certification</li> </ol>
Service Steps
<ol style="list-style-type: none"> <li>1. Click on "start service", then login using your credential or create a new account</li> <li>2. Fill-in the application form and attach the needed documents</li> <li>3. Review application by TRA</li> <li>4. receive the notification</li> </ol>
Service Limitation and Link with other services
For businesses that has obtained Notification of Foreign Certification Service Provider
Service Delivery Channels
Website Customer Happiness Centers Mobile Application
Service Fees
<ul style="list-style-type: none"> <li>• Renewal application 5000 AED</li> <li>• Registration of Notification of Foreign Certification Service Provider 5000 AED</li> <li>• Request to amend registration data and documents 2500 AED.</li> </ul>

Accredited Domain Registrar License
Service Description
Obtain an Accreditation Registrar license from .ae Domain Administration (.aeDA) to provide services to applicants (Registrars) to register, transfer, renew or modify UAE's country code namespace
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
Depends on the speed of providing documents required for accreditation and registrar readiness
Target Audience
Business
Service Requirements
<ul style="list-style-type: none"> <li>• Application form</li> <li>• Two signed copies of Registry- Registrar Agreement for each domain</li> <li>• Registrar Trade License</li> <li>• Insurance coverage for the operations and activities of the Registrar</li> </ul>
Service Steps
<ol style="list-style-type: none"> <li>1. Fill in the application form</li> <li>2. Provide all related documents and sign Registry-Registrar Agreement</li> <li>3. Pay application fees</li> <li>4. Pass all related tests</li> </ol>

5. Pay accreditation fees 6. Top-up the registry account with sufficient amount to start operation
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website
<b>Service Fees</b>
Application fees 3000 AED Accreditation fees 5000 AED
<b>Renew License of Accredited Domain Registrars</b>
<b>Service Description</b>
Renew License of Accredited Domain Registrars
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Auxiliary Service - Transactional
<b>Service Time</b>
Two working days from receiving the fees
<b>Target Audience</b>
Business

<b>Service Requirements</b>
Renewal fees
<b>Service Steps</b>
Pay renewal accreditation fees through the payment channels mentioned in the Registry Registrar Agreement
<b>Service Limitation and Link with other services</b>
For businesses that has obtained accredited domain registrar license
<b>Service Delivery Channels</b>
Website
<b>Service Fees</b>
Accreditation Renewal fees 5000 AED
<b>Accredited Registrar Account Top up Service</b>
<b>Service Description</b>
Request to add credit to the Accredited Registrar account
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Auxiliary Service - Transactional
<b>Service Time</b>
Two working days from receiving the balance

Target Audience
Business
Service Requirements
Accredited Registrar
Service Steps
Deposit the balance through the payment channels mentioned in the Registry Registrar Agreement
Service Limitation and Link with other services
For businesses that has obtained accredited domain registrar license
Service Delivery Channels
Website
Service Fees
No fees
<b>Accredited Registrar Technical Support Service</b>
<b>Service Description</b>
Provide the necessary technical information to the accredited registrars and respond to their inquiries
Service Package
NA

Service Category and Type
Auxiliary Service - Transactional
Service Time
Respond in Two working days
Target Audience
Business
Service Requirements
Accredited Registrar
Service Steps
Communicate with .ae Domain Administration (.aeDA) through website, email or phone
Service Limitation and Link with other services
For businesses that has obtained accredited domain registrar license
Service Delivery Channels
Website
Service Fees
No Fees

<b>Email as a Service</b>
<b>Service Description</b>
Email as a Service is the Shared email service offered to Government Entities, which provides a centralized email environment based on Microsoft Exchange 2013. It provides a self-service portal for the entities to manage their email accounts.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
1 working day
<b>Target Audience</b>
Government
<b>Service Requirements</b>
Fill-in EaaS Requirements Questionnaire
<b>Service Steps</b>
1. Submit a request. 2. Fill-in the form. 3. Provision the service
<b>Service Limitation and Link with other services</b>
NA

<b>Service Delivery Channels</b>
Website Contact Center
<b>Service Fees</b>
No Fees
<b>G2G Connectivity</b>
<b>Service Description</b>
FedNet provides connectivity between government entities, which enables a seamless and secure interconnected network where Government entities can share data over the encrypted Federal Government Private MPLS Cloud. Government Entities can securely publish and consume services from each other once the connection is established.
Federal government entities can request for the services by communicating FEDnet service desk through the available channels. Local government entities should reach the service through local eGovernment, which will communicate FEDnet service desk.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
1 working day
<b>Target Audience</b>
Government

<b>Service Requirements</b>
<ol style="list-style-type: none"> <li>1. FEDnet Connection</li> <li>2. Entities approvals</li> </ol>
<b>Service Steps</b>
<p>For Federal Entities: Request to be sent to FEDnet service desk through the available communication channels.</p> <p>For Local Entities: Initiate a request with local eGovernment network team who will coordinate with FEDnet service desk to initiate the connection.</p>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
<p>FEDnet Service Desk: 800FEDNET servicedesk.fednet.gov.ae servicedesk@fednet.gov.ae</p>
<b>Service Fees</b>
No Fees
<b>SmartPass Registration</b>
<b>Service Description</b>
<p>SmartPass allows users to access UAE Government services using a single account. Users just need to authenticate once to access multiple on-line Government e-services. The vast majority of UAE Government Services are available online. Without SmartPass, each UAE Government e-service requires a username and password to use the e-services.</p>

Consequently, a user needs to memories, or document, his username and password for all e-services that he can access. Having to memories, or document, multiple and different usernames and passwords often leads to situations where a user cannot access the desired e-service, due to forgotten passwords, or user accounts being blocked because of failed login attempts. The only solution is to unblock a username, and to choose a new password. Unblocking a username only reinstates access to a specific e-service. It does not solve the issue of having to memories, or document, multiple usernames and passwords. UAE Government e-services, enabled by SmartPass, accept the username and password that are stored in SmartPass. Therefore, in order to access UAE Government e-services, a user only needs to memories his SmartPass username and password.

<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
10 minutes
<b>Target Audience</b>
<p>Citizens Residents Visitors</p>
<b>Service Requirements</b>
<ol style="list-style-type: none"> <li>1. Valid Emirates ID Card</li> <li>2. UAE Mobile Phone Number</li> </ol>

<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Insert Emirates ID in the card reader and place your finger on the scanner or enter your Emirates ID PIN to identify your fingerprint</li> <li>2. Enter the following necessary data:</li> <li>3. Mobile number</li> <li>4. Email address</li> <li>5. Username</li> <li>6. Password</li> <li>7. Enter the authentication code which you will receive via SMS to the mobile number you entered</li> <li>8. You will be displayed a congratulations message reflecting that you have successfully registered with SmartPass</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Customer Happiness Center Mobile Application Contact Center P.O.Box Kiosk
<b>Service Fees</b>
No Fees
<b>MPLS Connectivity</b>
<b>Service Description</b>
FEDnet connectivity provides a connection between Government Entities and FEDnet Datacenters where enables Government entities to access FEDnet provided services or other connected government entities using secure connectivity. Government Entities

can securely publish and consume services from each other once connected to FEDnet cloud.
Entities can be connected to FEDnet infrastructure through a dedicated physical link (MPLS) or virtual network technology (VPN). The communication mechanism is determined based on the FEDnet team's assessment.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
-
<b>Target Audience</b>
Government
<b>Service Requirements</b>
Official letter to TRA Director General.
Required information will be gather after approval is obtained.
<b>Service Steps</b>
Official letter to TRA Director General
<b>Service Limitation and Link with other services</b>
NA

<b>Service Delivery Channels</b>
FEDnet Service Desk: 800FEDNET servicedesk.fednet.gov.ae servicedesk@fednet.gov.ae
<b>Service Fees</b>
Depends on services
<b>Service Desk</b>
<b>Service Description</b>
The FEDnet service desk has been established to provide 24-hour technical support services to government entities that's benefiting from FEDnet services. To ensure the satisfaction of the customers, the service is provided according to the highest levels of service and speed in response through 3 available channels to communicate directly with the team. The government entity is automatically registered to FEDnet technical support service as soon as it gets enrolled on any of the FEDnet services.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
Incoming phone calls are answered by FEDnet Service Desk within 30 seconds.  Maximum Acknowledgement Time for Incidents and Service Requests by phone and web is within 20 minutes.

Incident resolved: Severity 1: within 4 hours Severity 2: within 8 hours Severity 3: within 4 days Severity 4: within 5 days
<b>Target Audience</b>
Government
<b>Service Requirements</b>
Entity Expert Users contact details.
<b>Service Steps</b>
Service will be registered by default as soon as entity enrolled on any of the FEDnet services.
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
FEDnet Service Desk: 800FEDNET servicedesk.fednet.gov.ae servicedesk@fednet.gov.ae
<b>Service Fees</b>
NA

Secure Internet
<p><b>Service Description</b></p> <p>FEDnet provides Secure Internet Connectivity to Federal Government entities through a dual Internet Service Provider (ISP) Solution allowing for high throughput and redundancy.</p> <p>The Internet Service provides a consolidation of internet connections across Federal Entities. This reduces the perimeter against intruder attacks by limiting the public vulnerability point to just one Internet Gateway, as the FEDnet is the main internet service provider to the federal entities, which leads to 99.99% service availability throughout the year, and saves the entities the service costs.</p>
<p><b>Service Package</b></p> <p>NA</p>
<p><b>Service Category and Type</b></p> <p>Variation Service - Transactional</p>
<p><b>Service Time</b></p> <p>NA</p>
<p><b>Target Audience</b></p> <p>Government</p>
<p><b>Service Requirements</b></p> <ul style="list-style-type: none"> <li>• New request: official letter to TRA DG.</li> <li>• Add-on service: contact FEEdnet service desk.</li> </ul> <p>Required information will be gathered after the approval is obtained.</p>

<p><b>Service Steps</b></p> <p>In case it is a new request, it should be through an official communication with TRA DG. In case it is an add-on service, it can be sent to FEDnet service desk through the available communication channels.</p>
<p><b>Service Limitation and Link with other services</b></p> <p>NA</p>
<p><b>Service Delivery Channels</b></p> <p>FEDnet Service Desk: 800FEDNET www.servicedesk.fednet.gov.ae servicedesk@fednet.gov.ae</p>
<p><b>Service Fees</b></p> <p>The fee is decided based on service size &amp; management decision.</p>
<p><b>e-incidents response</b></p>
<p><b>Service Description</b></p> <p>Responding to incidents by investigating what has occurred on the machine(s) and presenting the findings to the given entity</p>
<p><b>Service Package</b></p> <p>NA</p>
<p><b>Service Category and Type</b></p> <p>Variation Service - Transactional</p>



Service Time
One – three Weeks
Target Audience
Government
Service Requirements
NA
Service Steps
<ol style="list-style-type: none"> <li>1. Entity sends logs</li> <li>2. Investigating the incident</li> <li>3. Present findings to entity</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website aeCERT Website
Service Fees
NA
<b>Mobile App Testing</b>
<b>Service Description</b>
The Automated Mobile Application Testing Service that is being offered through our custom built mGOV Lab allows our Constituents to perform mobile application testing in an automated fashion combining static code analysis, dynamic analysis,

binary analysis, device compatibility, load and security testing into one comprehensive report, thus enabling developers to amend errors and non-conformities in their code prior to going live.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
1 – 6 Working Days (Max. 2 Weeks)
Target Audience
Government
Service Requirements
NA
Service Steps
<ol style="list-style-type: none"> <li>1. Click on start service and then login using your credential or create a new account</li> <li>2. Register in our mGOV Lab platform</li> <li>3. Upload your compiled mobile application and its source code</li> <li>4. The application will be queued, tested and a report will be generated and accessible in the platform</li> </ol>
Service Limitation and Link with other services
NA

Service Delivery Channels
Website
Service Fees
NA
<b>Penetration test &amp; vulnerability assessment</b>
<b>Service Description</b>
The Vulnerability Assessment service helps organizations (entities) to quickly identify all vulnerabilities and weaknesses on the targeted servers or network devices or web application. The service delivers adequate mitigation recommendations for the identified vulnerabilities. If the assets are not public a VPN connection is required. Therefore, for the Penetration Testing it doesn't stop at simply uncovering vulnerabilities, it goes to the next step to manually exploit those vulnerabilities in order to provide a proof of concept for the real world attack vectors against an organization assets.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
Scoping and Scheduling: 3-5 Days Project Execution: 3-15 Days from the scheduled start date
Target Audience
Government

Service Requirements
Rules of Engagement to be filled.
Service Steps
<ol style="list-style-type: none"> <li>1. Click on start service and then log in using your credentials or create a new account</li> <li>2. Agree to the terms and conditions and fill in the rules of engagement</li> <li>3. The team will analyze your request and scope / schedule the project and get back to you</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website Service Fees No Fees
<b>Information Security Lectures</b>
<b>Service Description</b>
Provide lectures and workshops in the field of information security for government entities, schools and universities, in addition to public lectures.
Service Package
NA
Service Category and Type
Variation Service - Transactional

<b>Service Time</b>
The time specified by the entity via the awareness portal
<b>Target Audience</b>
Individual Business Government
<b>Service Requirements</b>
The government entity is part of the computer emergency response team.
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Enter the awareness portal</li> <li>2. Select the date, time, subject and location</li> <li>3. Approving the time by TRA</li> <li>4. Conducting the lecture</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Awareness portal <a href="https://e-service.aecert.ae">https://e-service.aecert.ae</a>
<b>Service Fees</b>
No Fees

<b>Infrastructure as a service</b>
<b>Service Description</b>
FEDnet provides convenient, on-demand access to a shared pool of configurable computing resources (e.g. networks, servers and storage). With a centralized deployment model, compute and storage resources can be rapidly provisioned and released with minimal management effort or service provider interaction. The overall objective is to create a more agile federal enterprise where services can be provisioned on demand to meet government compute requirements.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
1 working day
<b>Target Audience</b>
Government
<b>Service Requirements</b>
Fill-in IaaS Requirements Questionnaire
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Submit a request.</li> <li>2. Fill-in the form.</li> <li>3. Agree on the financial offer</li> <li>4. Provision the service</li> </ol>

Service Limitation and Link with other services
NA
Service Delivery Channels
Website Contact Center
Service Fees
Based on the requirements sizing.
<b>Request mGovernment Training sessions</b>
<b>Service Description</b>
Providing training sessions about ICT related topics on different channels.  Training Channels: 1. Onsite 2. Online live webinar 3. Self-paced
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
4 Days

Target Audience
Individual Business Government
Service Requirements
To have an account in the mGovernment Portal
Service Steps
1- Register through the official website <a href="http://www.mgovtraining.government.ae">http://www.mgovtraining.government.ae</a> 2- Search for course 3- Attend complete course
Service Limitation and Link with other services
NA
Service Delivery Channels
Website
Service Fees
No Fees
<b>Block or Unblock Websites</b>
<b>Service Description</b>
Requests to block and unblock websites that are in violation of the UAE laws by the local internet service providers.
Service Package
NA

Service Category and Type
Variation Service - Transactional
Service Time
3 working days for valid cases
Target Audience
Government  Individuals: <a href="https://www.tra.gov.ae/en/about-tra/information-and-egovernment-sector/internet-guidelines/details.aspx#pages-67184">https://www.tra.gov.ae/en/about-tra/information-and-egovernment-sector/internet-guidelines/details.aspx#pages-67184</a> or contact us on: info@tra.gov.ae
Service Requirements
Official letter from the government entity
Service Steps
<ol style="list-style-type: none"> <li>1. An official letter addressed to TRA from the government entity, including: <ol style="list-style-type: none"> <li>a. Specifying the URLs to be blocked/unblocked (URLs to website sections or homepage if the content is inclusive)</li> <li>b. Copy of the content in violation</li> <li>c. Description of the nature of violation</li> <li>d. Legal reference of the violation in Arabic and English language</li> <li>e. Explicitly specifying the required action to be taken.</li> </ol> </li> <li>2. Send the letter via approved communication channels, including editable URLs and the Legal reference of the violation in Arabic and English language.</li> </ol>
Service Limitation and Link with other services
NA

Service Delivery Channels
Website Customer Happiness Centers
Service Fees
No Fees
<b>Request Exception From Blocking System</b>
<b>Service Description</b>
Bypassing the filtration of local internet service providers.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
7 working days for valid cases
Target Audience
Government
Service Requirements
<ol style="list-style-type: none"> <li>1. IAM exemption form.</li> <li>2. Passport copy of the requester.</li> </ol>

<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Contact and coordinate with the concerned service provider through the designated account manager to obtain an IAM Exemption Form.</li> <li>2. Fill up the IAM exemption form.</li> <li>3. Attach a passport copy of the requester.</li> <li>4. The Service provider will submit the request on behalf of the requesting entity as per the TRA procedures.</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Customer Happiness Centers
<b>Service Fees</b>
No Fees
<b>Backup as a Service</b>
<b>Service Description</b>
A multi-tenant backup solution for the entities to protect their Virtual Data Centers hosted in FEDnet or/and the on premise workloads. The service is offered through a self-service portal that can be managed by the entity expert user.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional

<b>Service Time</b>
2 working days
<b>Target Audience</b>
Government
<b>Service Requirements</b>
Connect to FEDnet
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Fill On-boarding template</li> <li>2. Commercial proposal sent to the entity</li> <li>3. Approve Quotation</li> <li>4. Provision Service</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Mobile Application Contact Center Customer Happiness Centers
<b>Service Fees</b>
0.8 AED/GB per Month

Internet of Things Services
<b>Service Description</b>
The Telecommunications Regulatory Authority (TRA) intends to regulate IoT services within the United Arab Emirates to develop an ecosystem in a coordinated, coherent, safe and secure manner where it enforces certain requirements for providing IoT services.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
35 working days starting from the submission of IoT service registration form
<b>Target Audience</b>
Business Government
<b>Service Requirements</b>
<ul style="list-style-type: none"> <li>Registration application</li> <li>Type approval certification</li> </ul>
<b>Service Steps</b>
<ul style="list-style-type: none"> <li>IoT service provider fills-in IoT service registration form and provide all requested data and documents</li> <li></li> <li>The service is evaluated internally by IoT internal committee and is classified either as mission critical or non-mission critical service</li> </ul>

<ul style="list-style-type: none"> <li>If the service is classified as a non-mission critical service, it is evaluated internally and, if approved, a service certificate is issued to service provider.</li> <li>In case that the service is classified as a mission critical service, then it is directed to external IoT national committee to evaluate, raise recommendations and submit it back to IoT internal committee, if approved, the IoT service certification is issued to the service provider.</li> </ul>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Mobile Application Contact Center Customer Happiness Centers
<b>Service Fees</b>
No Fees
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
within 3 working days
<b>Target Audience</b>
Business

Service Requirements
<ul style="list-style-type: none"> <li>- Application should be submitted by a company registered in the TRA online system</li> <li>- Filling-in the online request form to register telecom equipment.</li> <li>- Providing technical documentation required for Declaration of Conformity level: <ul style="list-style-type: none"> <li>• Declaration of Conformity</li> <li>• Letters of support from the manufacturers or their authorized agents</li> <li>• Technical Datasheet</li> <li>• For GSM devices: <ul style="list-style-type: none"> <li>• Declaration of IMEI security.</li> <li>• List of approved IMEI.</li> </ul> </li> </ul> </li> <li>• Provide technical documentation required for General Equipment Registration level: <ul style="list-style-type: none"> <li>• Declaration of Conformity <ul style="list-style-type: none"> <li>• Test reports issued by a recognized test labs (International Laboratory Accreditation Cooperation (ILAC).</li> <li>• Letters of support from the manufacturers or their authorized agents</li> <li>• Technical Datasheet</li> <li>• For GSM devices: <ul style="list-style-type: none"> <li>• Declaration of IMEI security.</li> <li>• List of approved IMEI.</li> </ul> </li> </ul> </li> <li>• Fee payment</li> <li>• Two sample should be submitted whenever it is requested from TRA</li> </ul> </li> </ul>
Service Steps
<ol style="list-style-type: none"> <li>1- Log in using the existing username and password.</li> <li>2- Submit the online request form</li> <li>3- Review the application by TRA</li> <li>4- Receive the service</li> </ol>
Service Limitation and Link with other services
For businesses that are registered with TRA as an approved equipment supplier.

Service Delivery Channels
Website
Service Fees
Application Review: 500 AED Certificate: 200 AED
Custom Release Permit for Telecom Devices
Service Description
This service involves issuing custom release permit for telecommunications equipment in the UAE / service may be requested by : <ol style="list-style-type: none"> <li>1- Individuals who are interested in importing telecommunications equipment for personal use.</li> <li>2- Manufacturers and suppliers of telecommunications equipment in the UAE registered with TRA.</li> <li>3- International companies or local companies those will attend exhibitions in UAE</li> </ol>
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
within 1 Hour
Target Audience
Individual Business



Service Requirements
<p>For individuals:</p> <ol style="list-style-type: none"> <li>1- customs documents for the shipment</li> <li>2- technical specifications of the equipment (if necessary)</li> </ol> <p>For companies: Type approval certificate</p> <ol style="list-style-type: none"> <li>1- Customs Declaration</li> <li>2- Purchase Order</li> <li>3- international companies or local companies those will attend exhibitions in UAE, should submit the following documents to TRA :</li> </ol> <p>A- A letter from the organizer stating the company concerned will participate in the exhibition, including the name, date, location of the exhibition, and the stand number of the company</p> <p>B- Undertaken letter mentioning that items will be return back after the end of the exhibition.</p>
Service Steps
<ol style="list-style-type: none"> <li>1- Create new account and get new username and password OR login using the existing username and password.</li> <li>2- Submit the online request form</li> <li>3- Review the application from TRA</li> <li>4- Get the service</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
<p>Website</p> <p>Mobile Application</p>
Service Fees
No Fees

Renew Approval of Telecommunication Devices
Service Description
Renew the registration and approval of telecommunications equipment in the UAE/ should be requested before the end of the Approval Certificate
Service Package
NA
Service Category and Type
Auxiliary Service - Transactional
Service Time
1 working day
Target Audience
Business
Service Requirements
<ol style="list-style-type: none"> <li>1- Provide the required technical documents (If required)</li> <li>2- Fee payment</li> </ol>
Service Steps
<ol style="list-style-type: none"> <li>1- Log in using the existing username and password.</li> <li>2- Submit the electronic telecommunication registration form / Choose Renew option</li> <li>3- Fee payment</li> <li>4- Review the application by TRA</li> <li>5- Receive the service</li> </ol>
Service Limitation and Link with other services

Service Delivery Channels
Website
Service Fees
100 AED (Kindly note that a penalty of AED100 will be charged monthly after 30 days from the certificate expiration date, after 6 months application will be rejected)
<b>License of Certification Service Provider(CSP)</b>
<b>Service Description</b>
License of Certification Service Provider (CSP)
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
14 working days
Target Audience
Business
Service Requirements
<ol style="list-style-type: none"> <li>1. Memorandum of Association or equivalent documents approved by the UAE</li> <li>2. CSP Statement of business activities (including activities not related to certification services if applicable)</li> <li>3. Organizational structure of the company's ownership</li> <li>4. Statement of financial resources and audited data for the last two financial years</li> </ol>

<ol style="list-style-type: none"> <li>5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification</li> <li>6. Endorsement of trustees</li> <li>7. External audit report (5 copies)</li> <li>8. Statement of practice of certification</li> </ol>
Service Steps
<ol style="list-style-type: none"> <li>1. Click on "start service", then login using your credential or create a new account</li> <li>2. Fill-in the application form and attach the needed documents</li> <li>3. Review application by TRA</li> <li>4. Receive the license</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website Customer Happiness Centers
Service Fees
<ul style="list-style-type: none"> <li>• New application 5000 AED</li> <li>• CSP License valid for one year 20,000 AED</li> <li>• CSP License valid for Five year 75,000 AED</li> <li>• Request to amend CSP registration data and documents 2500 AED.</li> </ul>
<b>Renew License of certification service provider</b>
<b>Service Description</b>
Renew License of certification service provider
Service Package
NA

<b>Service Category and Type</b>
Auxiliary Service - Transactional
<b>Service Time</b>
14 working days
<b>Target Audience</b>
Business
<b>Service Requirements</b>
<ol style="list-style-type: none"> <li>1. Memorandum of Association or equivalent documents approved by the UAE</li> <li>2. CSP Statement of business activities (including activities not related to certification services if applicable)</li> <li>3. Organizational structure of the company's ownership</li> <li>4. Statement of financial resources and audited data for the last two financial years</li> <li>5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification</li> <li>6. Endorsement of trustees</li> <li>7. External audit report (5 copies)</li> <li>8. Statement of practice of certification</li> </ol>
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Click on "start service", then login using your credential or create a new account</li> <li>2. Fill-in the application form and attach the needed documents</li> <li>3. Review application by TRA</li> <li>4. Receive the license</li> </ol>
<b>Service Limitation and Link with other services</b>
For business that has obtained License of Certification Service Provider (CSP)

<b>Service Delivery Channels</b>
Website Customer Happiness Centers Mobile Application
<b>Service Fees</b>
<ul style="list-style-type: none"> <li>• Renewal application 5000 AED</li> <li>• CSP License valid for one year 20,000 AED</li> <li>• CSP License valid for Five year 75,000 AED</li> <li>• Request to amend CSP registration data and documents 2500 AED.</li> </ul>
<b>Notification of Foreign Certification Service Provider</b>
<b>Service Description</b>
Notification of Foreign Certification Service Provider
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
14 working days
<b>Target Audience</b>
Business

Service Requirements
<ol style="list-style-type: none"> <li>1. Memorandum of Association or equivalent documents approved by the UAE</li> <li>2. Foreign CSP Statement of business activities (including activities not related to certification services if applicable)</li> <li>3. organizational structure of the company's ownership</li> <li>4. Statement of financial resources and audited data for the last two financial years</li> <li>5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification</li> <li>6. Endorsement of trustees</li> <li>7. External audit report (5 copies)</li> <li>8. Statement of practice of certification</li> </ol>
Service Steps
<ol style="list-style-type: none"> <li>1. Click on "start service", then login using your credential or create a new account</li> <li>2. Fill-in the application form and attach the needed documents</li> <li>3. Review application by TRA</li> <li>4. receive the notification</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website Customer Happiness Centers Mobile Application
Service Fees
<ul style="list-style-type: none"> <li>• New application 5000 AED</li> <li>• Registration of Notification of Foreign Certification Service Provider 5000 AED</li> <li>• Request to amend registration data and documents 2500 AED.</li> </ul>

Renew Notification of foreign certification service provider
Service Description
Renew Notification of foreign certification service provider
Service Package
NA
Service Category and Type
Auxiliary Service - Transactional
Service Time
14 working days
Target Audience
Business
Service Requirements
<ol style="list-style-type: none"> <li>1. Memorandum of Association or equivalent documents approved by the UAE</li> <li>2. the foreign CSP Statement of business activities (including activities not related to certification services if applicable)</li> <li>3. organizational structure of the company's ownership</li> <li>4. Statement of financial resources and audited data for the last two financial years</li> <li>5. Demonstrate the availability of adequate insurance covering the operations and activities of the certification</li> <li>6. Endorsement of trustees</li> <li>7. External audit report (5 copies)</li> <li>8. Statement of practice of certification</li> </ol>

<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Click on “start service”, then login using your credential or create a new account</li> <li>2. Fill-in the application form and attach the needed documents</li> <li>3. Review application by TRA</li> <li>4. receive the notification</li> </ol>
<b>Service Limitation and Link with other services</b>
For businesses that has obtained Notification of Foreign Certification Service Provider
<b>Service Delivery Channels</b>
Website Customer Happiness Centers Mobile Application
<b>Service Fees</b>
<ul style="list-style-type: none"> <li>• Renewal application 5000 AED</li> <li>• Registration of Notification of Foreign Certification Service Provider 5000 AED</li> <li>• Request to amend registration data and documents 2500 AED.</li> </ul>
<b>Accredited Domain Registrar License</b>
<b>Service Description</b>
Obtain an Accreditation Registrar license from .ae Domain Administration (.aeDA) to provide services to applicants (Registrars) to register, transfer, renew or modify UAE's country code namespace
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional

<b>Service Time</b>
Depends on the speed of providing documents required for accreditation and registrar readiness
<b>Target Audience</b>
Business
<b>Service Requirements</b>
<ul style="list-style-type: none"> <li>• Application form</li> <li>• Two signed copies of Registry- Registrar Agreement for each domain</li> <li>• Registrar Trade License</li> <li>• Insurance coverage for the operations and activities of the Registrar</li> </ul>
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Fill in the application form</li> <li>2. Provide all related documents and sign Registry-Registrar Agreement</li> <li>3. Pay application fees</li> <li>4. Pass all related tests</li> <li>5. Pay accreditation fees</li> <li>6. Top-up the registry account with sufficient amount to start operation</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website
<b>Service Fees</b>
Application fees 3000 AED Accreditation fees 5000 AED

Renew License of Accredited Domain Registrars
<b>Service Description</b>
Renew License of Accredited Domain Registrars
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Auxiliary Service - Transactional
<b>Service Time</b>
Two working days from receiving the fees
<b>Target Audience</b>
Business
<b>Service Requirements</b>
Renewal fees
<b>Service Steps</b>
Pay renewal accreditation fees through the payment channels mentioned in the Registry Registrar Agreement
<b>Service Limitation and Link with other services</b>
For businesses that has obtained accredited domain registrar license
<b>Service Delivery Channels</b>
Website

<b>Service Fees</b>
Accreditation Renewal fees 5000 AED
<b>Accredited Registrar Account Top up Service</b>
<b>Service Description</b>
Request to add credit to the Accredited Registrar account
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Auxiliary Service - Transactional
<b>Service Time</b>
Two working days from receiving the balance
<b>Target Audience</b>
Business
<b>Service Requirements</b>
Accredited Registrar
<b>Service Steps</b>
Deposit the balance through the payment channels mentioned in the Registry Registrar Agreement
<b>Service Limitation and Link with other services</b>
For businesses that has obtained accredited domain registrar license

Service Delivery Channels
Website
Service Fees
No fees
<b>Accredited Registrar Technical Support Service</b>
<b>Service Description</b>
Provide the necessary technical information to the accredited registrars and respond to their inquiries
Service Package
NA
Service Category and Type
Auxiliary Service - Transactional
Service Time
Respond in Two working days
Target Audience
Business
Service Requirements
Accredited Registrar
Service Steps
Communicate with .ae Domain Administration (.aeDA) through website, email or phone

Service Limitation and Link with other services
For businesses that has obtained accredited domain registrar license
Service Delivery Channels
Website
Service Fees
No Fees
<b>Email as a Service</b>
<b>Service Description</b>
Email as a Service is the Shared email service offered to Government Entities, which provides a centralized email environment based on Microsoft Exchange 2013. It provides a self-service portal for the entities to manage their email accounts.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
1 working day
Target Audience
Government

Service Requirements
Fill-in EaaS Requirements Questionnaire
Service Steps
<ol style="list-style-type: none"> <li>1. Submit a request.</li> <li>2. Fill-in the form.</li> <li>3. Provision the service</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
<p>Website</p> <p>Contact Center</p>
Service Fees
No Fees
<b>G2G Connectivity</b>
<b>Service Description</b>
<p>FedNet provides connectivity between government entities, which enables a seamless and secure interconnected network where Government entities can share data over the encrypted Federal Government Private MPLS Cloud.</p> <p>Government Entities can securely publish and consume services from each other once the connection is established.</p> <p>Federal government entities can request for the services by communicating FEDnet service desk through the available channels. Local government entities should reach the service through local eGovernment, which will communicate FEDnet service desk.</p>

Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
1 working day
Target Audience
Government
Service Requirements
<ol style="list-style-type: none"> <li>1. FEDnet Connection</li> <li>2. Entities approvals</li> </ol>
Service Steps
<p>For Federal Entities: Request to be sent to FEDnet service desk through the available communication channels.</p> <p>For Local Entities: Initiate a request with local eGovernment network team who will coordinate with FEDnet service desk to initiate the connection.</p>
Service Limitation and Link with other services
NA



<b>Service Delivery Channels</b>
FEDnet Service Desk: 800FEDNET servicedesk.fednet.gov.ae servicedesk@fednet.gov.ae
<b>Service Fees</b>
No Fees
<b>SmartPass Registration</b>
<b>Service Description</b>
SmartPass allows users to access UAE Government services using a single account. Users just need to authenticate once to access multiple on-line Government e-services. The vast majority of UAE Government Services are available online. Without SmartPass, each UAE Government e-service requires a username and password to use the e-services. Consequently, a user needs to memories, or document, his username and password for all e-services that he can access. Having to memories, or document, multiple and different usernames and passwords often leads to situations where a user cannot access the desired e-service, due to forgotten passwords, or user accounts being blocked because of failed login attempts. The only solution is to unblock a username, and to choose a new password. Unblocking a username only reinstates access to a specific e-service. It does not solve the issue of having to memories, or document, multiple usernames and passwords. UAE Government e-services, enabled by SmartPass, accept the username and password that are stored in SmartPass. Therefore, in order to access UAE Government e-services, a user only needs to memories his SmartPass username and password.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional

<b>Service Time</b>
10 minutes
<b>Target Audience</b>
Citizens Residents Visitors
<b>Service Requirements</b>
1. Valid Emirates ID Card 2. UAE Mobile Phone Number
<b>Service Steps</b>
1. Insert Emirates ID in the card reader and place your finger on the scanner or enter your Emirates ID PIN to identify your fingerprint 2. Enter the following necessary data: 3. Mobile number 4. Email address 5. Username 6. Password 7. Enter the authentication code which you will receive via SMS to the mobile number you entered 8. You will be displayed a congratulations message reflecting that you have successfully registered with SmartPass
<b>Service Limitation and Link with other services</b>
NA

<b>Service Delivery Channels</b>
Website Customer Happiness Center Mobile Application Contact Center P.O.Box Kiosk
<b>Service Fees</b>
No Fees
<b>MPLS Connectivity</b>
<b>Service Description</b>
FEDnet connectivity provides a connection between Government Entities and FEDnet Datacenters where enables Government entities to access FEDnet provided services or other connected government entities using secure connectivity. Government Entities can securely publish and consume services from each other once connected to FEDnet cloud.  Entities can be connected to FEDnet infrastructure through a dedicated physical link (MPLS) or virtual network technology (VPN). The communication mechanism is determined based on the FEDnet team's assessment.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
-

<b>Target Audience</b>
Government
<b>Service Requirements</b>
Official letter to TRA Director General.  Required information will be gather after approval is obtained.
<b>Service Steps</b>
Official letter to TRA Director General
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
FEDnet Service Desk: 800FEDNET servicedesk.fednet.gov.ae servicedesk@fednet.gov.ae
<b>Service Fees</b>
Depends on services
<b>Service Desk</b>
<b>Service Description</b>
The FEDnet service desk has been established to provide 24-hour technical support services to government entities that's benefiting from FEDnet services. To ensure the satisfaction of the customers, the service is provided according to the highest levels of service and speed in response through 3 available channels to communicate directly with the team. The government entity is automatically registered to FEDnet technical

support service as soon as it gets enrolled on any of the FEDnet services.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
Incoming phone calls are answered by FEDnet Service Desk within 30 seconds. Maximum Acknowledgement Time for Incidents and Service Requests by phone and web is within 20 minutes.
Incident resolved: Severity 1: within 4 hours Severity 2: within 8 hours Severity 3: within 4 days Severity 4: within 5 days
<b>Target Audience</b>
Government
<b>Service Requirements</b>
Entity Expert Users contact details.
<b>Service Steps</b>
Service will be registered by default as soon as entity enrolled on any of the FEDnet services.

<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
FEDnet Service Desk: 800FEDNET servicedesk.fednet.gov.ae servicedesk@fednet.gov.ae Service Fees
NA
<b>Secure Internet</b>
<b>Service Description</b>
FEDnet provides Secure Internet Connectivity to Federal Government entities through a dual Internet Service Provider (ISP) Solution allowing for high throughput and redundancy.
The Internet Service provides a consolidation of internet connections across Federal Entities. This reduces the perimeter against intruder attacks by limiting the public vulnerability point to just one Internet Gateway, as the FEDnet is the main internet service provider to the federal entities, which leads to 99.99% service availability throughout the year, and saves the entities the service costs.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional

Service Time
NA
Target Audience
Government
Service Requirements
<ul style="list-style-type: none"> <li>• New request: official letter to TRA DG.</li> <li>• Add-on service: contact FEDnet service desk.</li> </ul> <p>Required information will be gathered after the approval is obtained.</p>
Service Steps
<p>In case it is a new request, it should be through an official communication with TRA DG. In case it is an add-on service, it can be sent to FEDnet service desk through the available communication channels.</p>
Service Limitation and Link with other services
NA
Service Delivery Channels
<p>FEDnet Service Desk: 800FEDNET www.servicedesk.fednet.gov.ae servicedesk@fednet.gov.ae</p>
Service Fees
The fee is decided based on service size & management decision.

<b>e-incidents response</b>
<b>Service Description</b>
Responding to incidents by investigating what has occurred on the machine(s) and presenting the findings to the given entity
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
One – three Weeks
Target Audience
Government
Service Requirements
NA
Service Steps
<ol style="list-style-type: none"> <li>1. Entity sends logs</li> <li>2. Investigating the incident</li> <li>3. Present findings to entity</li> </ol>
Service Limitation and Link with other services
NA

Service Delivery Channels
Website aeCERT Website
Service Fees
NA
<b>Mobile App Testing</b>
<b>Service Description</b>
The Automated Mobile Application Testing Service that is being offered through our custom built mGOV Lab allows our Constituents to perform mobile application testing in an automated fashion combining static code analysis, dynamic analysis, binary analysis, device compatibility, load and security testing into one comprehensive report, thus enabling developers to amend errors and non-conformities in their code prior to going live.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
1 – 6 Working Days (Max. 2 Weeks)
Target Audience
Government

Service Requirements
NA
Service Steps
<ol style="list-style-type: none"> <li>1. Click on start service and then login using your credential or create a new account</li> <li>2. Register in our mGOV Lab platform</li> <li>3. Upload your compiled mobile application and its source code</li> <li>4. The application will be queued, tested and a report will be generated and accessible in the platform</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website
Service Fees
NA
<b>Penetration test &amp; vulnerability assessment</b>
<b>Service Description</b>
The Vulnerability Assessment service helps organizations (entities) to quickly identify all vulnerabilities and weaknesses on the targeted servers or network devices or web application. The service delivers adequate mitigation recommendations for the identified vulnerabilities. If the assets are not public a VPN connection is required. Therefore, for the Penetration Testing it doesn't stop at simply uncovering vulnerabilities, it goes to the next step to manually exploit those vulnerabilities in order to provide a proof of concept for the real world attack vectors against an organization assets.

Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
Scoping and Scheduling: 3-5 Days Project Execution: 3-15 Days from the scheduled start date
Target Audience
Government
Service Requirements
Rules of Engagement to be filled.
Service Steps
<ol style="list-style-type: none"> <li>1. Click on start service and then log in using your credentials or create a new account</li> <li>2. Agree to the terms and conditions and fill in the rules of engagement</li> <li>3. The team will analyze your request and scope / schedule the project and get back to you</li> </ol>
Service Limitation and Link with other services
NA
Service Delivery Channels
Website

Service Fees
No Fees
<b>Information Security Lectures</b>
<b>Service Description</b>
Provide lectures and workshops in the field of information security for government entities, schools and universities, in addition to public lectures.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
The time specified by the entity via the awareness portal
Target Audience
Individual Business Government
Service Requirements
The government entity is part of the computer emergency response team.

<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Enter the awareness portal</li> <li>2. Select the date, time, subject and location</li> <li>3. Approving the time by TRA</li> <li>4. Conducting the lecture</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Awareness portal <a href="https://e-service.aecert.ae">https://e-service.aecert.ae</a>
<b>Service Fees</b>
No Fees
<b>Infrastructure as a service</b>
<b>Service Description</b>
FEDnet provides convenient, on-demand access to a shared pool of configurable computing resources (e.g. networks, servers and storage). With a centralized deployment model, compute and storage resources can be rapidly provisioned and released with minimal management effort or service provider interaction. The overall objective is to create a more agile federal enterprise where services can be provisioned on demand to meet government compute requirements.
<b>Service Package</b>
NA
<b>Service Category and Type</b>
Variation Service - Transactional

<b>Service Time</b>
1 working day
<b>Target Audience</b>
Government
<b>Service Requirements</b>
Fill-in IaaS Requirements Questionnaire
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Submit a request.</li> <li>2. Fill-in the form.</li> <li>3. Agree on the financial offer</li> <li>4. Provision the service</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Contact Center
<b>Service Fees</b>
Based on the requirements sizing.
<b>Request mGovernment Training sessions</b>
<b>Service Description</b>
Providing training sessions about ICT related topics on different channels.

Training Channels: 1. Onsite 2. Online live webinar 3. Self-paced
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
4 Days
Target Audience
Individual Business Government
Service Requirements
To have an account in the mGovernment Portal
Service Steps
1- Register through the official website <a href="http://www.mgovtraining.government.ae">http://www.mgovtraining.government.ae</a> 2- Search for course 3- Attend complete course
Service Limitation and Link with other services
NA

Service Delivery Channels
Website
Service Fees
No Fees
<b>Block or Unblock Websites</b>
<b>Service Description</b>
Requests to block and unblock websites that are in violation of the UAE laws by the local internet service providers.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
3 working days for valid cases
Target Audience
Government. Individuals: <a href="https://www.tra.gov.ae/en/about-tra/information-and-egovernment-sector/internet-guidelines/details.aspx#pages-67184">https://www.tra.gov.ae/en/about-tra/information-and-egovernment-sector/internet-guidelines/details.aspx#pages-67184</a> or contact us on: <a href="mailto:info@tra.gov.ae">info@tra.gov.ae</a>
Service Requirements
Official letter from the government entity



<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. An official letter addressed to TRA from the government entity, including:             <ol style="list-style-type: none"> <li>a. Specifying the URLs to be blocked/unblocked (URLs to website sections or homepage if the content is inclusive)</li> <li>b. Copy of the content in violation</li> <li>c. Description of the nature of violation</li> <li>d. Legal reference of the violation in Arabic and English language</li> <li>e. Explicitly specifying the required action to be taken.</li> </ol> </li> <li>2. Send the letter via approved communication channels, including editable URLs and the Legal reference of the violation in Arabic and English language.</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Customer Happiness Centers
<b>Service Fees</b>
No Fees
<b>Request Exception From Blocking System</b>
<b>Service Description</b>
Bypassing the filtration of local internet service providers.
<b>Service Package</b>
NA

<b>Service Category and Type</b>
Variation Service - Transactional
<b>Service Time</b>
7 working days for valid cases
<b>Target Audience</b>
Government
<b>Service Requirements</b>
<ol style="list-style-type: none"> <li>1. IAM exemption form.</li> <li>2. Passport copy of the requester.</li> </ol>
<b>Service Steps</b>
<ol style="list-style-type: none"> <li>1. Contact and coordinate with the concerned service provider through the designated account manager to obtain an IAM Exemption Form.</li> <li>2. Fill up the IAM exemption form.</li> <li>3. Attach a passport copy of the requester.</li> <li>4. The Service provider will submit the request on behalf of the requesting entity as per the TRA procedures.</li> </ol>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Customer Happiness Centers

Service Fees
No Fees
<b>Backup as a Service</b>
<b>Service Description</b>
A multi-tenant backup solution for the entities to protect their Virtual Data Centers hosted in FEDnet or/and the on premise workloads. The service is offered through a self-service portal that can be managed by the entity expert user.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
2 working days
Target Audience
Government
Service Requirements
Connect to FEDnet
Service Steps
<ol style="list-style-type: none"> <li>1. Fill On-boarding template</li> <li>2. Commercial proposal sent to the entity</li> <li>3. Approve Quotation</li> <li>4. Provision Service</li> </ol>

Service Limitation and Link with other services
NA
Service Delivery Channels
<p>Website</p> <p>Mobile Application</p> <p>Contact Center</p> <p>Customer Happiness Centers</p>
Service Fees
0.8 AED/GB per Month
<b>Internet of Things Services</b>
<b>Service Description</b>
The Telecommunications Regulatory Authority (TRA) intends to regulate IoT services within the United Arab Emirates to develop an ecosystem in a coordinated, coherent, safe and secure manner where it enforces certain requirements for providing IoT services.
Service Package
NA
Service Category and Type
Variation Service - Transactional
Service Time
35 working days starting from the submission of IoT service registration form

<b>Target Audience</b>
Business Government
<b>Service Requirements</b>
<ul style="list-style-type: none"> <li>• Registration application</li> <li>• Type approval certification</li> </ul>
<b>Service Steps</b>
<ul style="list-style-type: none"> <li>• IoT service provider fills-in IoT service registration form and provide all requested data and documents</li> <li>• The service is evaluated internally by IoT internal committee and is classified either as mission critical or non-mission critical service</li> <li>• If the service is classified as a non-mission critical service, it is evaluated internally and, if approved, a service certificate is issued to service provider.</li> <li>• In case that the service is classified as a mission critical service, then it is directed to external IoT national committee to evaluate, raise recommendations and submit it back to IoT internal committee, if approved, the IoT service certification is issued to the service provider.</li> </ul>
<b>Service Limitation and Link with other services</b>
NA
<b>Service Delivery Channels</b>
Website Mobile Application Contact Center Customer Happiness Centers
<b>Service Fees</b>
No Fees

### Service Packages

- The Authority provides several service packages in the center in collaboration with other entities:
- Spectrum licensing for fishing and picnic boats -individuals
- Consumer dispute resolution with telecom services providers - Individuals and business sector
- Required information about the packages is available through all service delivery channels



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