

License Guidelines: LG 1.2.5

Support Service Provider

Version: 1.0

Updated on 20.01.2008

Segment	Internet and Multimedia
Activity	Support Service Provider
Description	<p>Companies that provide individual solutions and services to third parties for the purpose of facilitating other relevant activities. These include companies that:</p> <ul style="list-style-type: none"> • provide services and carry out commercial transactions through an electronic medium. This includes companies utilizing closed information networks which are connected to open information networks; • act as a middleman for products moving from sellers to clients directly through a Web-based network; • create portals between two or more entities and solely accessed by those entities; • create a portal for businesses to be accessed by their clients only; host websites through their services, providing hosting and security.
Objective	To provide relevant solutions/services to other entities which facilitate or assist other entities in conducting relevant activities under the current segment to achieve their business objectives.
Requirements	<ol style="list-style-type: none"> 1. Compliance with the Licensing Regulations 2003 and Licensing Categories Decision 2008. 2. Compliance with the Employment Regulations 2004.
Permissible Activities	<ol style="list-style-type: none"> 1. Provide application components, contents or various ancillary services, such as graphic design, which are part of other parties' end products. 2. Conduct relevant activities which are outsourced by other parties under the current segment, such as quality management. 3. Provide services and carry out commercial transactions through an electronic medium. This includes companies utilizing closed information networks which are connected to open information networks.
Non-permissible activities	<ol style="list-style-type: none"> 1. Conduct activities that are specified under other license categories in the current segment, without being licensed for it. 2. Sponsor staff to work outside the Free Zone. 3. Import or export any products directly into the UAE market under its own name. 4. Enter into contracts for the sale of products directly into the UAE market.
Special	<ol style="list-style-type: none"> 1. Support Service Provider licensees will not be allotted a customs code.

Conditions	2. Sponsored staff working outside the TECOM Zone will be subject to clause No. 4.5 of the Employment Regulations 2004.
Violation of the Guidelines	1. Any violation of these Guidelines will subject the Support Service Provider licensee to penalties as shall be imposed by the Authority. Persistent breach or repetitions may result in suspension and subsequently cancellation of a License.
Definitions	<p>For the purposes of these Guidelines, the following defined terms shall have the meaning assigned to them below:</p> <p>Authority: The Dubai Technology and Media Free Zone Authority;</p> <p>License: A Support Service Provider license in TECOM Zone issued pursuant to Licensing Regulations 2003;</p> <p>Licensing Categories Decision 2008: The Dubai Technology and Media Free Zone Authority Decision No. 1 of 2008 concerning Licensing Categories for Dubai Internet City, Dubai Media City, Dubai Knowledge Village, Dubai International Academic City, Dubai Outsource Zone, International Media Production Zone, Dubai Studio City, Dubai Biotechnology and Research Park & Energy and Environment Park issued on 02 January 2008, as amended;</p> <p>Licensing Regulations 2003: The Dubai Technology and Media Free Zone Licensing Regulations issued in September 2003, as amended;</p> <p>Employment Regulations 2004: The Dubai Technology and Media Free Zone Employment regulations issued in March 2004, as amended; and</p> <p>TECOM Zone: The Dubai Technology and Media Free Zone established by Law No. 1 of 2000 issued on 29 August 2000, as amended.</p>