

## License Guidelines: LG 1.3.4

## Customer Service

Version: 1.0

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<b>Segment</b>	Telecommunication and Network
<b>Activity</b>	Customer Service
<b>Description</b>	Companies that provide after-sale support to enhance or to maintain the value of telecommunication and network solutions or services.
<b>Objective</b>	To provide after-sale support to enhance or to maintain the value of network-based solutions or other relevant services designed for operating network-based applications for other entities.
<b>Requirements</b>	<ol style="list-style-type: none"> <li>1. Compliance with the Licensing Regulations 2003 and Licensing Categories Decision 2008.</li> <li>2. Compliance with Employment Regulations 2004.</li> </ol>
<b>Permissible Activities</b>	<ol style="list-style-type: none"> <li>1. Partly modify software or implement network-based products or services as after-sale support</li> <li>2. Provide relevant amenities such as bundling after-sale support with value-added services for the purpose of providing customer services</li> <li>3. Provide help-desk services or back-office operation strictly for the purpose of coordinating the support process</li> </ol>
<b>Non-permissible activities</b>	<ol style="list-style-type: none"> <li>1. Sponsored staff to work outside the Free Zone.</li> <li>2. Import or export any products directly into the UAE market under its own name.</li> <li>3. Enter into contracts for the sale of products into the UAE market.</li> </ol>
<b>Special Conditions</b>	<ol style="list-style-type: none"> <li>1. Customer Service licensees will not be allotted a customs code.</li> <li>2. Sponsored staff working outside the TECOM Zone will be subject to clause No. 4.5 of the Employment Regulations 2004.</li> </ol>
<b>Violation of the Guidelines</b>	<ol style="list-style-type: none"> <li>1. Any violation of these Guidelines will subject the Customer Service licensee to penalties as shall be imposed by the Authority. Persistent breach or repetitions may result in suspension and subsequently cancellation of a License.</li> </ol>
<b>Definitions</b>	<p>For the purposes of these Guidelines, the following defined terms shall have the meaning assigned to them below:</p> <p><b>Authority:</b> The Dubai Technology and Media Free Zone Authority;</p> <p><b>License:</b> A Customer Service license in TECOM Zone issued pursuant</p>

	to Licensing Regulations 2003;
<b>Licensing Categories Decision 2008:</b>	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;
<b>Licensing Regulations 2003:</b>	The Dubai Technology and Media Free Zone Licensing Regulations issued in September 2003, as amended;
<b>Employment Regulations 2004:</b>	The Dubai Technology and Media Free Zone Employment regulations issued in March 2004, as amended; and
<b>TECOM Zone:</b>	The Dubai Technology and Media Free Zone established by Law No. 1 of 2000 issued on 29 August 2000, as amended.