

Date: 28th March 2007

Subject: New Initiatives by Customer Operations Department

Dear Business Partner,

In our quest to provide you with the highest standards of service we have introduced a whole new set of services that are aimed at redeeming your valuable time.

The following services have been introduced for your convenience:

New Company Representative Cards

We are in the process of issuing special Company Representative Cards to designated representatives of your company. This card will be a mandatory requirement for utilizing Government Services Operations services and will also provide Business Partner representatives with access to authorized areas of the GSO office.

If your company avails services from GSO office, then this card is mandatory but for those who make use of Door to Door service, this card is not required.

Company representatives are requested to approach GSO department reception along with their current ID card, 1 passport size photograph and a copy of the authorization card.

This service has a nominal fee of AED 100/annum and should be obtained compulsorily by 01st May 2007.

Family / Dependant Services

Business partners and their employees who are eligible to sponsor family or a maid can do away with many of the hassles like repeated visits to the Immigration Department, medical clinic and so on by taking advantage of a specialized service offered by the Government Services Operations (GSO) at a nominal charge.

Government Services Operations will take care of all the visa formalities on your behalf including setting up the appointment for the mandatory medical check-up at the Welcare Ambulatory Clinic located in Knowledge Village

Block No.10. GSO will also assist in collecting the medical result after the check-up, thus saving your valuable time.

For further information on all the above services, please contact us via email at gsoenquiry@tecom.ae.

SMS Service

A new SMS alert service has been introduced to inform clients when their requested transaction is completed. Clients will receive SMS alerts for the services offered by Government Services Operations and Registration & Licensing.

Sincerely,