

About Service Provider

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Our Vision, Mission and Values

Our Vision

The UAE is a global leading country in ICT

Our Mission

We strive to be a leading organization in the ICT sector in United Arab Emirates, committed to maintaining positive competition to protect the interests of the subscribers, and promoting electronic transformation of the federal agencies and their services, by relying on national competencies to apply the best international standards and practices in supervision of the sector's and to encourage innovation and investment.

Corporate Values :

- **Leadership:** We nurture innovation and creativity, assume leadership and effectively influence the support and development of the Sector
- **Customer Centric:** We strive to improve our customers satisfaction through our commitment to the continuous improvement of the quality of our services
- **Flexibility:** We seek to harness our expertise to keep up with the speed of development in the telecom and information systems sector
- **Empowerment:** We endeavor to empower our employees in decision-making and participation in achieving our goals
- **Collaboration:** We seek to provide a work environment that fosters the culture of teamwork and team spirit
- **Commitment:** We are committed towards our responsibilities to the State in providing the best technology for the Sector

Strategic Goals

- Regulation of the Telecommunications Sector in the UAE and the enforcement of a regulatory framework that stimulates competition and elevating the level of quality of the provided services
- Striving to ensure the provision of the required resources in a fair manner to develop the best services in the ICT sector
- Establishing the bases for the e-government at the federal level
- Promoting the electronic lifestyle in the UAE
- Ensuring that all administrative services are in accordance with the standards of quality, efficiency and transparency

Contact us : +971 2 6269999 - Working hours :Sunday to Thursday 7:30 am to 02:30 pm

(<https://www.tra.gov.ae/en/download/index.jsp>)

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Useful Links (<http://www.tra.gov.ae/useful-links.html>) |

Customer Charter (http://www.tra.gov.ae/processfile.php?f=short_links_icons&file=20150301101215-cd6wnqtxysp0h5r.pdf&l=en)

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