

United Arab Emirates Profile (Latest data available: 2018)

Various statistics (Latest data available: 2018)

Fixed-telephone subscriptions per 100 inhabitants	24.5
Mobile-cellular subscriptions per 100 inhabitants	210.5
Fixed (wired)-broadband subscriptions per 100 inhabitants	12
Mobile-broadband subscriptions per 100 inhabitants	252.4
Households with a computer (%)	92.7
Households with Internet access at home (%)	96.9
Individuals using the Internet (%)	94.8

Policy Maker (Latest data available: 2018)

Please provide the name and contact details of the main Policy-Maker in charge of telecommunications/ICTs	Telecommunications Regulatory Authority
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Regulatory Authority (Latest data available: 2018)

Name of the telecom/ICT regulator	Telecommunications Regulatory Authority
Please provide the name of the Head of the Regulatory Authority	H.E. Talal Humaid Belhouli
Please provide the exact title of the Head of the Regulatory Authority.	Chairman, TRA Board of Directors
Legal document creating the regulator	UAE Telecom Law: Federal Law by Decree no. 3 of 2003
Year separate regulator created	2004
Regulator also regulates other utilities	• No
Regulator autonomous in decision making	Yes
Who is responsible for approving the budget of the Regulator? [2010]	TRA BOARD
Sources of regulator's budget and % financed from each source	<ul style="list-style-type: none"> • Government appropriation, percentage: 0%, • Numbering fees, percentage: 21%, • Spectrum fees, percentage: 70%, • Regulatory fees, percentage: 4%, • Other • Other, Source: 1%, percentage:;
Reporting requirements of the regulator	• Report to Government

Regulatory Functions (Latest data available: 2018)

Entity in charge of licensing	R
Entity in charge of interconnection rates	R Op M* M: Most prices are negotiated between operators, but can be brought to the TRA
Entity in charge of price regulation	R
Entity in charge of technical standards setting	R
Entity in charge of radio frequency allocation and assignment	R
Spectrum Monitoring and Enforcement	R
Entity in charge of numbering	R
Entity in charge of type approval	R
Entity in charge of service quality monitoring ²⁰¹⁵	R Op M*

Entity in charge of universal service/access	R
Quality of service standards setting2015	R
Entity in charge of enforcement of quality of service obligations	R
Broadcasting (sound transmission)	R
Entity in charge of broadcasting content	O
Entity in charge of Information Technology	R
Entity in charge of Internet content2015	R

S: Sector Ministry

O: Other Ministry or Government body

R: Regulatory Authority

Op: Operator

N: Not regulated

M: If more than one entity or another body is involved in this function, please explain

Level of Competition (Latest data available: 2018)

Local Fixed Line Services	C*
Domestic fixed long distance	C*
International Fixed Long Distance	C*
Mobile	C*
IMT (3G, 4G, etc.)	C*
Wireless Local Loop	N
DSL	C*
Cable modem	C*
Fixed Wireless Broadband	C*
Leased Lines	C*
International Gateways	C*
Internet Services	C*
Cable Television	C*
Fixed Satellite Services (FSS)	C*
Mobile Satellite Services (MSS)	C*
VSAT	C*

M: Monopoly

P: Partial competition (year when competition was introduced)

C: Full competition (year when competition was introduced)

N: N/A

Universal Service - services covered and operator obligations (Latest data available: 2018)

Definition of universal service/access exists	Yes
Universal access/service policy adopted	Yes
Voice services included in Universal service/access definition	<ul style="list-style-type: none"> • Voice telephony services • Fixed line private residential service as part of universal service definition • Fixed line public payphone service as part of universal service definition
Internet services included in Universal service/access definition	<ul style="list-style-type: none"> • Broadband as part of universal service definition

Other services included in Universal service/access definition

- Schools : all,
- Health centres : all hospitals,
- Emergency services as part of universal service definition
- Services for impaired/ elderly
- Women and girls
- Refugees and displaced persons
- Directory services as part of universal service definition
- Telecentres as part of universal service definition Explain: Public Wi Fi under progress,

Operators under universal access/service obligation

- All operators
- Network/facilities-based operators
- All service-based providers
- Incumbent fixed line operator(s)
- Fixed-line operators
- Fixed-line operators with SMP
- Mobile operators
- ISPs
- Designated US Provider
- Obligations allocated on competitive basis

Operators/service providers required to offer below-cost prices No

Financing of Universal Service activities and/or Universal Service Funds (Latest data available: 2018)

Means of financing operator(s) universal access/service obligations • Cross-subsidy between own services

Operational Universal Service Fund Yes

If Yes, when?

Operators/ service providers required to contribute to USF

Means of calculating USF contribution amounts • Other Indicate: to be decided,

USF financed by other sources

USF budget financing by source (in percentage)

Regulator administrating USF

If No, name the entity responsible

Other financing mechanisms for the provision of Universal service No

If Yes, please explain