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☐ Send Answer Directly (Copy CEO)		Andrew Grenville Anneliese Reinhold		7		
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For Action : For your Action		Clint Goad				
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□ Please meet with		Fahd El Hassawi				
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☐ Please make proposal to CEO		Hamid Husain		- / -		
☐ For your appreciation		Hala Badri				
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☐ Follow Up And Report	Raghu Venkataram		nan	X		
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Attached Document: TRA Letter & policy			*********	***************************************		



Date: 24<sup>th</sup> September 2006

Ref.: TRA/DG/L/554

#### Mr. Osman Sultan

Chief Executive Officer
Emirates Integrated Telecommunications Company PJSC
P.O. Box 502666
Dubai, UAE

Fax: 04 - 364 4433

# Internet Content Filtering (ICF) Policy and Procedure

Your Excellency,

With reference to the above subject, we would like to introduce our draft Internet Content Filtering (ICF) Policy and Procedure.

This draft policy is sent for your valuable comments and feedback by no later than 8<sup>th</sup> October 2006. The comments and feedback are sent for consultation purposes and shall not oblige the TRA to commit to any thereof.

Yours sincerely,



Encl: ICF Policy & ICF Procedure





# **POLICY**

# Internet Content Filtering

Version 1.0

Issue Date: 24th September, 2006

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www.tra.ae



# 1. Definitions

Unless the subject matter or context otherwise requires, the following capitalized terms shall have the following meanings:

- 1.1. Internet means the publicly available worldwide system of interconnected Computer Networks that transmit data by Packet Switching using a standardized Internet Protocol (IP)
- 1.2. Internet Content all forms of information, services and resources which are available on the Internet which include but not limited to data, text, images, animation, software, video and sound.
- 1.3. Internet Content Filtering (ICF) is the mechanism to allow or block Internet Content from being accessed or/and viewed by users.
- 1.4. Internet Protocol (IP) is a method or a protocol by which data is sent over Computer Network(s) in form of packets.
- 1.5. Internet Service is the service of providing Internet Content to users.
- 1.6. Licensee means any entity that is licensed by the Supreme Committee pursuant to the provisions of the Telecommunications Law No. 3 of 2003 and its Executive Order, as amended.
- 1.7. Prohibited Content is Internet Content that is objectionable on the grounds of public interest, public morality, public order, public and national security, national harmony, Islam morality or is otherwise prohibited by any applicable UAE law, regulation, procedure, order or requirement.
- 1.8. Users any individual or entity that uses the Internet service in the UAE.

# 2. Scope of Policy

 This policy applies to all Licensees who provide Internet Services to the public in the United Arab Emirates.

# 3. Steering Committee

 A committee shall be created comprising of members representing the TRA and other concerned parties.



- 3.2. The committee shall evaluate Prohibited Content categories and other related issues such as dispute resolution with the aim of both controlling the distribution of harmful information and promoting a more ethical cyber culture in the UAE.
- 3.3. The committee shall not deal with the day to day filtering issues unless explicitly requested by the TRA.

# 4. Internet Content Filtering "ICF" scheme

- 4.1. Licensees are responsible for implementing and maintaining a technical solution to comply with the provisions of this policy and the Internet Content Filtering (ICF) Procedure published by the TRA.
- 4.2. All Licensees shall filter Prohibited Content according to content categorization set in this policy and shall comply with instructions set by the TRA.
- 4.3. No Licensee shall take advantage of the ICF to block or impede any un Prohibited Content whatsoever, provided that any such practice by any Licensee shall be considered as a serious violation to the Telecom Law and this policy.
- 4.4. Licensees shall apply the ICF scheme equally across all areas of the UAE.

# 5. Bypassing ICF scheme

- 5.1. Licensees shall implement a technical solution to bypass ICF scheme.
- Licensees must not bypass ICF scheme for any entity without the prior approval from the TRA.
- 5.3. Any request to bypass the ICF scheme should be communicated in writing to the TRA for its approval.
- The TRA reserves the right to approve/decline any request to bypass ICF for reasons within its authority.

# 6. Complains and Requests

6.1. The TRA will receive requests to block/unblock Internet Content from Government Authorities and the Licensees.



- 6.2. Users shall continue to file complaints to their Licensees directly, but in case this leads to no avail, the TRA shall receive their complaints.
- 6.3. All blocking/unblocking request sent to the TRA must be accompanied with a brief justification.
- 6.4. All dispute cases shall be resolved by the Steering Committee. For cases which require immediate action, the TRA will direct the Licensees until a final decision is taken by the Steering Committee.
- 6.5. All blocking/unblocking requests from any entity and the Steering Committee resolutions shall be filed and stored for a minimum period of 3 years.
- 6.6. The TRA reserves the right to approve/decline any request to block/unblock Internet Content for reasons within its authority.

# 7. Implementation Procedures

7.1. To implement this Internet Content Filtering (ICF) Policy, Licensees shall comply with the Internet Content Filtering Procedure in effect at the time.

## 8. Costs

8.1. All Licensees shall bear their own direct setup and maintenance cost incurred for implementation of ICF.

## 9. Prohibited Content

9.1. The following is the Prohibited Content categories

## 9.1.1. Anonymizers:

This includes websites which allow users to bypass ICF techniques. This includes those which offer proxy listing, bypassing techniques, anonymous web access, proxy/tunneling tools and web acceleration programs.

#### 9.1.2. Criminal Skills

This category includes websites that either provide instructions for or identify methods to promote, encourage, or provide the skills to commit illegal or criminal or unethical activities. These include bomb-making, phreaking (breaching phone security or phone service theft), consumer scams and fraud, terrorism, evading law enforcement, stalking, lock picking, selling pirated material, commercial software, music, videos, or fake IDs.



## 9.1.3. Dating

This includes websites which provides online dating or matchmaking which contradicts with the local ethics and morals

Exemptions: Chatting websites and chatting groups

## 9.1.4. Illegal drugs

This category includes websites which provide information on purchasing, manufacturing and using illegal drugs.

## 9.1.5. Pornography and nudity

This category includes websites which contain pornography, homosexuality, nudity and sexual material (including stories, jokes, animations, and video) or websites which promotes for sexual activity

## 9.1.6. Gambling

This category includes information relevant to gambling, without providing the means to do so. Examples include gambling links, tips, sports picks, lottery results, as well as horse, car or boat racing, etc.

## 9.1.7. Hacking and malicious sites

This category includes websites that distribute information and hacking tools (root kits, kiddy scripts, etc.) that help individuals gain unauthorized access to computer systems. Also include sites which deploy code that has been designed specifically to hijack your computer's settings or activity.

Exemptions: Ethical hacking and information security websites.

#### 9.1.8. Offensive

This includes websites which contains material which express hate to Islam/Islamic-related (Prophet, Quran, Allah). Also includes any website which encourages and assist in converging from Islam.

#### 9.1.9. Phishing

Websites which falsely represent themselves as legitimate company in order to deceive and obtain user account information.



#### 9.1.10. VolP

Websites which provides Voice-Over-IP service (more specifically PC-to-phone and phone-to-phone over public internet). This includes websites which promotes for VoIP software and hardware.

Exemption: PC-PC VoIP

## 9.1.11. Terrorism

all websites of terrorism groups and/or related sites that supports and publish/distribute for terrorism and those websites that include material training and encouraging terrorism and/or websites that help to serve terrorism groups such as funding/facilitating communication and other direct and indirect services.



# **PROCEDURE**

# Internet Content Filtering (ICF)

Version 1.0

Issue Date: 24th September, 2006

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# 1. Relationship of the Internet Content Filtering (ICF) Procedure to Internet Content Filtering (ICF) Policy

1.1. These procedures provide the mechanism to implement the TRA's Internet Content Filtering (ICF) Policy, which is available separately from these procedures.

#### 2. Notification Procedure

- 2.1. A notification maybe sent in order to
  - 2.1.1. Report a Prohibited Content being accessible by the public in the UAE.
  - 2.1.2. Report a legitimate Internet Content being blocked by any Licensee from access by the public in the UAE.
- 2.2. All customers shall direct any notification and comments concerning Internet Content Filtering to their Licensees.
- 2.3. Licensees and Government Authorities shall direct their block/unblock requests to the TRA.

## 3. Block Procedure

## 3.1. Requested by Licensees

- 3.1.1. Incase the content is clearly prohibited based on Prohibited Content categorization, the Licensee must follow step 3.1.5 below. Consequently, if the Licensee requires a second opinion on blocking the content(s), it shall send an "ack to block" request to the TRA if it requires a second opinion on blocking the content(s).
- 3.1.2. The TRA will respond with "no action" if content filtering is not required and the concerned blocking shall not be applied.
- The TRA will send "request to block" to all Licensees if content filtering is required.



- 3.1.4. All Licensees must implement the block request sent by the TRA and must respond with "block notification" to the TRA once the request is implemented.
- 3.1.5. Licensees shall send "block notification" to the TRA if content filtering was implemented based on the prohibited content categorization herein.
- 3.1.6. The TRA will send a "request to block" to all other Licensees to implement the same.

# 3.2. Requested by Government Authorities

- 3.2.1. A contact person set by the government authority shall send an "ack to block" request to the TRA if prohibited content(s) were identified.
- The TRA will respond with "request declined" if content filtering is not required.
- 3.2.3. The TRA will forward "request to block" to all Licensees if content filtering is required.
- 3.2.4. All Licensees must implement the block request sent by the TRA and must respond with "block notification" to the TRA once the request is implemented.
- 3.2.5. The TRA will respond with "block notification" to the requesting government authority once the request is implemented.

# 3.3. Requested by the TRA

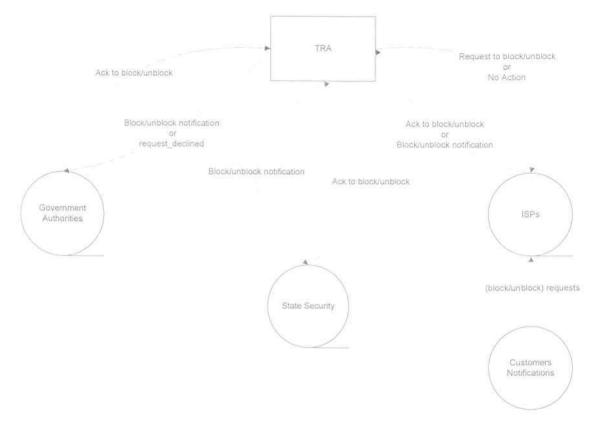
- 3.3.1. The TRA will send a "request to block" to all Licensees.
- 3.3.2. All Licensees must implement the block request sent by the TRA and must respond with "block notification" to the TRA once the request is implemented.

## 4. Unblock Process

4.1. The unblock process is similar to block process, with the same steps highlighted in section 3 (Block Process), however the message title will contain "unblock" instead of "block".



The diagram below illustrates how the messages and request may flow in block/unblock process:



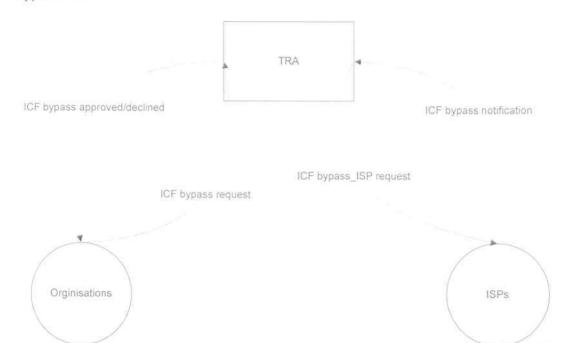
# 5. ICF scheme bypass process

- 5.1. Any entity that needs to bypass ICF scheme must send an "ICF bypass" request in writing to the TRA. The request shall include a clear justification, why the bypass is needed and also clearly identify the Licensee that is providing the internet service to the entity.
- 5.2. The TRA will study the ICF bypass requests on case basis and may on its discrete decision approve or decline.
- Incase of declination, "ICF bypass declined" response will be sent to the requester.
- 5.4. Incase of approval, "ICF bypass Licensee" request will be sent to the respective Licensee.
- 5.5. The Licensee shall send "ICF bypass notification" once the bypass is implemented.



5.6. The TRA then will send "ICF bypass approved" response to the requester.

The below diagram shows the process by which an organization can request to bypass ICF:



# ICF requests illustration

6.1. Refer to annex 2 for details on block, unblock and bypass scenarios.

#### 7. Communication Methods

- 7.1. All communications related to Blocking and Unblocking internet content shall be addressed to TRA through email (icf@tra.ae)
- 7.2. All ICF bypass requests shall be addressed to TRA in writing by hand or Fax to the following address.

Telecommunications Regulatory Authority "TRA" P O Box 116688 Dubai, United Arab Emirates Tel: +971 4 3626666 Fax: +971 4 3626677 Telecommunications Regulatory Authority "TRA" P O Box 26662 Abu Dhabi, United Arab Emirates Tel: +971 2 6212222 Fax +971 2 6212227

# 8. Communication Formats

8.1. Refer to Annex 1 for further details on communication formats for some requests and responses.



# Annex 1: Communication Formats

# Requests received by TRA

The following are types of request received by the TRA. All communications shall be provided with a brief justification:

#### 1.1.1 Acknowledge to block

This is a request sent by the Licensees by email for a second opinion to block a website. The email "subject" should include the following [ack to block: www.abc.com ]. The request shall include the full Domain-name (if applicable), IP address (if applicable) and a brief justification.

## 1.1.2 Acknowledge to unblock

This is a request sent by the Licensees by email for a second opinion to unblock a website. The email "subject" should contain the following [ack to unblock: www.xyz.com]. The request shall contain a brief reason on why it was/may have been blocked.

#### 1.1.3 Block Notification

These are actions already implemented by the Licensees and they are the result of a customer complaint or sent upon TRA request. The block notification request may also be sent by the TRA to the local authorities or state security as an indication that their request has been processed. The email "subject" should include the following [block notification: www.abc.com]. This notification shall include a brief justification on why the website has been blocked.

## 1.1.4 Unblock Notification

These are requests already implemented by the Licensees and they the result of a customer complaint or the TRA request. The unblock notification request will also be sent by the TRA to the local authorities or state security as an indication that their request has been processed. The email "subject" should include the [unblock notification: www.xyz.com].



#### 1.1.5 ICF bypass request

These are written and justified requests sent by organizations requesting ICF scheme bypass. (Faxed or delivered by hand to TRA)

# Requests Sent by TRA

The types of action to be taken by the TRA are as follows:

#### 1.1.6 Request to Block

This is a direction sent from the TRA to Licensees instructing them to block a site. Format: [request to block: www.block.com]

#### 1.1.7 Request to Unblock

This is a direction sent from the TRA to Licensees instructing them to unblock a site. Format: [request to unblock: www.unblock.com ]

#### 1.1.8 No Action

This is a direction sent from the TRA to Licensees instructing them to take no action on a particular case. Format: [no action: <a href="www.abc.com">www.abc.com</a> ]

#### 1.1.9 Request Declined

This is a response sent from the TRA to Government Authorities informing them that the Block/Unblock Request is declined. Format: [request declined: www.unblock.com]

#### 1.1.10 ICF bypass by Licensee

This is a direction sent from the TRA to Licensees in writing instructing them to allow a certain organization to bypass the ICF scheme. The organization will be required to provide a written justified request to the TRA.



# Annex 2: ICF requests illustration

#### Case 1: Request from police to block www.drugs.com

- a. Police sends email to TRA with the subject [Ack to Block: www.drugs.com]. The email also contains a brief justification for the filtering.
- b. TRA staff review the request sent by the police and then send a [Request to Block: www.drugs.com] email to Etisalat/Du.
- c. Etislat/DU will respond back with a [Block Notification: <a href="www.drugs.com">www.drugs.com</a> ] email confirmation that the request has been implemented.
- d. TRA will send a [Block Notification: <a href="www.drugs.com">www.drugs.com</a> ] email to the police as a confirmation that their request has been implemented.

#### Case 2: Request from a customer to block www.notbad.com

- a. Etisalat/DU receives customer complaints about www.notbad.com.
- Etisalat/DU reviews the website (<u>www.notbad.com</u>) and decides to block it since it contains Prohibited Content.
- c. Etisalat/DU sends a block notification email to TRA with the subject [Block Notification: www.notbad.com]

## Case3: Request from an organization "ABT co" to bypass ICF scheme

- a. "ABT co" sends a written justified request to TRA.
- b. TRA reviews the request, if justified then a written ICF scheme bypass request will be send to the Licensees.
- c. Licensees will be required to forward a confirmation document duly signed by an authorized person indicating that the request has been processed.
- d. TRA will send a notification to the organization "ABT co".