

PART ONE: DUBAI INTERNET CITY

16.1 Software

Activities related to developing, installing, and/or modifying software products of their own or of a third party.

16.1.1 Consultancy

(Companies that provide expert advice to other entities on creating or optimizing a business process, technical and consultative studies, market sizing and customer profiling, technical services and consultancies with respect to IT and applications like Intranet, Internet, and data warehousing to enhance administration and technical performance.)

16.1.2 Developer

(Companies that create or customize discrete content, components, applications or programs for themselves or for third parties.)

16.1.3 Solution Provider

(Companies that resell, distribute, or implement software for third parties. The scope of services also includes providing specific IT solutions for business entities, such as security or IT infrastructure, and individual customized services to clients over a longer period of time.)

16.1.4 Customer Service

(Companies that provide after-sales support to enhance or to maintain the value of a software product.)

16.1.5 Support Service Provider

(Companies that provide individual services and products to third parties for the purpose of conducting or facilitating relevant activities under the current segment.)

16.2 Internet and Multimedia

Activities related to developing and/or distributing Internet or multimedia content. Other activities may include distributing goods or services via the Internet, such as by providing an online platform and acting as an intermediary between multiple companies or multiple individuals. Additional activities may include providing different applications through a network.

16.2.1 Consultancy

(Companies that provide expert advice to other entities on creating or optimizing a business process, technical and consultative studies, market sizing and customer profiling, technical services and consultancies with respect to IT and applications like Intranet, Internet, and data warehousing to enhance administration and technical performance.)

16.2.2 Developer

(Companies that create or customize discrete content, components, applications or programs for self or for third parties.)

16.2.3 Solution Provider

(Companies that resell, distribute, or implement internet and multimedia content, services or applications for third parties. The scopes of services also include providing specific IT solutions for providing such content and services to third parties.)

16.2.4 Customer Service

(Companies that provide after-sale support to enhance or to maintain the value of a product or service.)

16.2.5 Support Service Provider

(Companies that provide individual services and products to third parties for the purpose of facilitating other relevant activities; these include companies that):

- Provide goods, services and carry out commercial transactions through an electronic medium. This includes companies utilizing closed information networks which are connected to open information networks;
- Act as a middleman for products moving from sellers to clients directly through a Web-based network;
- Create portals between two or more entities and solely accessed by those entities;
- Create a portal for businesses to be accessed by their clients only; host websites through their services, providing hosting and security.

16.3 Telecommunication and Network

Activities related to developing, installing, modifying, and/or operating networks or providing relevant services designed for operating network-based applications or services. The manufacture of physical components within the Free Zone and direct trading of physical components and products into UAE market is not allowed.

16.3.1 Consultancy

(Companies that provide expert advice to other entities on creating or optimizing a business process, technical and consultative studies, market sizing and customer profiling, technical services and consultancies with respect to IT and applications like Intranet, Internet, and data warehousing to enhance administration and technical performance.)

16.3.2 Developer

(Companies that create / customize / modify networks and / or operate networks or provide relevant services designed for operating network-based applications or services for self or for third parties.)

16.3.3 *Solution Provider*

(Companies that resell, distribute, implement software for third parties. Their scopes of services also include providing specific IT solutions for business entities, such as security or IT infrastructure and individual services to a client over a longer period of time.)

16.3.4 *Customer Service*

(Companies that provide after-sale support to enhance or to maintain the value of a product or service.)

16.3.5 *Support Service Provider*

(Companies that provide individual services and products to third parties for the purpose of conducting or facilitating relevant activities under the current segment)

16.4 IT Service

Activities related to developing, providing standardized, repeatable IT-based services, which may also include security solutions, localization, training and corporate learning.

16.4.1 *Consultancy*

(Companies that provide expert advice to other entities on creating or optimizing a business process, technical and consultative studies, market sizing and customer profiling, technical services and consultancies with respect to IT and applications like Intranet, Internet, and data warehousing to enhance administration and technical performance.)

16.4.2 *Developer*

(Companies that create or customize discrete content or programs for self or for third parties)

16.4.3 *Solution Provider*

(Companies that resell distribute and implement software for third parties. Their scopes of services also include providing specific IT solutions for business entities, such as security or IT infrastructure and individual services to a client over a longer period of time)

16.4.4 *Customer Service*

(Companies that provide after-sale support to enhance or to maintain the value of a product or service.)

16.4.5 *Support Service Provider*

(Companies that provide individual services and products to third parties for the purpose of conducting or facilitating relevant activities under the current segment)

25.6 E-Commerce

25.6.1 *Portal*

(Companies that provide individual services and products to third parties through electronic media such as an internet search engine, portal, website, social media etc. for the purpose of facilitating sales activities. These include companies that:

- Provide goods, services and carry out commercial transactions through an electronic medium. This includes companies utilizing closed information networks which are connected to open information networks.
- Act as a middleman for products moving from sellers to clients directly through a Web-based network.)