

## PART ONE: DUBAI INTERNET CITY

### 16.1 Software

(Companies conducting activities related to developing, installing, and/or modifying software products of their own or of a third party. Segment covering various software products and platforms including but not limited to: Application software; Utility software; System & Infrastructure software; Legacy systems; Programming tools; Application and database servers; Information systems (including GIS); Web & Mobile application design and development; payment gateway and other software solutions applicable in the fields of Artificial Intelligence, Data Analytics, Business & Robotic process automation, Gaming solutions, Internet of Things, VR/AR, Blockchain (excluding cryptocurrency-related activities ), Cybersecurity and Cloud Computing).

#### 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

(Companies conducting activities related to developing and/or distributing Internet or multimedia content & services including but not limited to the fields of gaming; video; music; social media & community platforms; communication solutions; search engines and other solutions provided online. Additional activities may include providing different applications through a network or enabling technologies, Social Media & community platforms, Communication solutions, search engines and other solutions provided online).

### 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

(Companies conducting activities related to developing, installing, modifying, and/or operating networks or providing relevant services designed for operating network-based applications or services including but not limited to security system solution and related hardware and infrastructure, Telecom service provider, Satellite telecommunication services, Teleportation Services, Video and online conferencing services, Telecom infrastructure implementation and support, Mobile messaging and associate services. The manufacture of physical components within the 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 Services

(Companies conducting activities related to developing, providing standardized, repeatable IT services, including but not limited to IT consultancy and advisory, IT security services CCTVs and IP video surveillance equipment, IT integration services, Infrastructure advisory service, IT advisory and IT architecture design, IT advisory and IT architecture design, Big data analytics).

### 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)

## 16.5 ICT Freelancers

### 16.5.1 *Web, Mobile, Software Development and Architecture Freelancer*

(A person providing services in desktop software development, Ecommerce development, game development, mobile development, product management, Q&A testing, scripts and utilities, web development, web and mobile design and software development)

**16.5.2 IT and Telecommunication Networking Freelancer**

(A person providing services in database administration, ERP/CRM software, information security, network and system administration, IT and networking)

**16.5.3 Data Science and Analytics Freelancer**

(A person providing services in A/B testing, data visualisation, data extraction ETL, data mining and management, machine learning, quantitative analysis, data science and analytics)

**16.5.4 Customer Service Freelancer**

(A person providing services in customer service, technical support and related services)

**16.6 Data Centre (This Segment also applies to DOC)**

(Companies conducting activities related to providing Data Hosting, Processing, Distribution, and Disaster Recovery solution. This activity includes cloud computing, hybrid and on-premises data centres.)

**16.6.1 Consultancy (This Activity also applies to DOC)**

(Companies conducting activities related to providing technical services and consultancies on data centres including but not limited to technical and consultative studies, market sizing and customer profiling, site selection and auditing, testing and commissioning, processes creation and optimization, technical services and maintenance.)

**16.6.2 Design (This Activity also applies to DOC and D3)**

(Companies conducting activities related to designing of data centres of any type including but not limited edge data centre; modular; on premises; wholesale & retail hosting data centre; hyperscale data centre. Companies shall not undertake any construction documents and/or management of projects.)

**16.6.3 Operations (This Activity also applies to DOC)**

(Companies conducting activities related to operating or providing services to operate data centre facilities related to but not limited to data hosting services (including web hosting), data storage, data distribution and data recovery services for own or third party. This includes but is not limited to Cloud service providers, collocation service providers, hybrid and on-premises data centres.)

## PART TWO: DUBAI OUTSOURCE CITY

### 17.1 Outsource

#### 17.1.1 *Customer Care*

(Companies providing outsource services for customer selection through marketing campaigns, telemarketing and telesales, retention of services and support, extension services through cross selling and up selling and technical help desks)

#### 17.1.2 *Transaction Processing*

(Companies providing third party services for billing and payment services, insurance claims processing, medical prescription processing and general collections. This does not include any of the insurance service activities set out in the Service Provider Segment (Segment 26.1))

#### 17.1.3 *Third Party Administrator (TPA)*

(Companies engage in processing health insurance claim and perform other administrative services in accordance with the service contract)

#### 17.1.4 *Information Technology Management*

(Companies providing outsource services to third parties on a remote basis for system maintenance, technical support and customer relations management systems)

#### 17.1.5 *Document Management*

(Companies providing physical storage facilities to third parties for document management purposes)

#### 17.1.6 *Disaster Recovery Centre*

(Provide premises with full facility to perform mission-essential functions for the continuity of operations which involves pre and post arrangements of disaster operations including natural or manmade disasters. Licensees may deliver essential services before, during and after an emergency for third parties)

#### 17.1.7 *Operations Support*

(Licensees providing outsource services to Clients for office operations functions)

#### 17.1.8 *Manpower Supply*

(Companies engage in providing manpower supply services (skilled and semi-skilled workforce) in the free zone for third party licensees to carry out their

intensive labour requirements. This includes but not limited to Office Boys; Security Guards; Cleaners; Labours; Carpenters; Electricians; Forklift Operators; Helpers; Drivers; Gardeners; Masons; Painters; Plumbers; Welders; Pipe Fitters, etc. (For the avoidance of doubt, this activity is restricted to organizations that are currently licensed to undertake this activity by the relevant Department of Economic Development in UAE)