

## Network Technical Support Service

### About the Service/Feature

Providing technical support to the beneficiaries of FedNet services. This service is available to the entity by default as soon as it enrolls on any of FedNet services.

### Service steps

- Step 1** → Log-in using the UAE Pass
- Step 2** → Send the requests and inquiries to the technical support team
- Step 3** → TDRA will review and study the request
- Step 4** → Receive TDRA's response to the inquiry or request

Category	Variation
Type	Transactional
Expected Time	Priority level 1: Within 4 hours Priority level 2: Within 8 hours Priority level 3: Within 4 workin
Fees	Free of charge
Audience	Government entities
About	<p>Providing technical support to the beneficiaries of FedNet services. This service is available to the entity by default as soon as it enrolls on any of FedNet services.</p> <p>To view FAQ, Click <a href="#">here</a></p>
Channels	<p>Mobile Application</p> <p>TDRA Website</p>
Payment Channels	Not Available
Terms & conditions	None
Required Documents	None
Results Require Office Visit	No

<b>Service package</b>	None
<b>Service Complexity Level</b>	Normal
<b>Service Outcome</b>	Technical support to entities integrated with FedNet.
<b>Service Connectivity With Other Services</b>	None
<b>Service Limitation</b>	None
<b>Service Remark</b>	This service is available to the entity by default as soon as it enrolls in any of FedNet services.