



Annex 1

ITU Regional Development Forum for Arab Region (RDF-ARB)

Accelerating the digital development in Arab Region

Organized by the International Telecommunication Union with the support of the

Bahraini Ministry of Transportation and Telecommunications

6-7 November 2023 -Kingdom of Bahrain

CONTRIBUTION FORM

Please note that submitted information will be presented during the RDF-ARB P2C Roundtables and it will also be reflected on the pledging platform of the Partner 2 Connect Digital Coalition.

Once completed send to ITU-RO-ArabStates@itu.int

ORGANIZATION: National Telecom Regulatory Authority, Egypt

FOCAL POINT: Basma Tawfik (Manager International Organizations, International Policies Department, NTRA), basmaa@tra.gov.eg , 0235344270

TITLE: My NTRA

DESCRIPTION OF ACTION:

NTRA - Policy

The National Telecommunication Regulatory Authority is launching an interactive application platform (My NTRA) for individual and corporate users, through which a set of interactive services can be process with an electronic device without the need to communicate with call centers or physical visit to operators' branches.

NTRA plans to introduce all its services over this platform to consumers. The application is a response to the complaints received by the NTRA and to the needs of users in the Egyptian market. It is considered to be one of the world's leading applications in terms of the number of services provided and their integration to the end user, as the project offers many interactive services for users This project comes within the framework of the Authority's keenness to facilitate ways to obtain communication services and enhance methods of communication with users, and also in line with the Egyptian national strategy towards digital transformation.

My NTRA application can be downloaded for Android users through the Play Store and for iOS through the

App Store. The application supports Arabic and English.

My NTRA App provides many interactive services: Complaint System which allows users to escalate their complaints to NTRA, in case such complaints could not be resolved with the operator. It also enables users to inquire about and track their complaints.

The second service provided is Mobile Number Portability (MNP), where users can inquire about the status of their request to switch operators while keeping the same line number, the process which currently takes place for free and within 24 hours. Internet Speed Test, which allows users to examine and measure the speed of internet services provided on mobile phones, whether such services are provided through WiFi or mobile data. In addition, Operator Quality Map. This service enables users to figure out the quality of voice and data services within an area of their choice through an interactive map, so as to be able to get the best service possible. My Tariff, where users are allowed to inquire about or cancel mobile entertainment services, have a full knowledge of all packages and systems matching their buying power, or access information about their mobile consumption as clarified by operators in Egypt's market. My Numbers, where users, with their National ID, could know how many mobile lines registered with their numbers in the networks of all mobile operators working in Egypt's market. In fact, this service would protect the privacy of subscribers and would also reduce fraudulent operations. Outlet Map Service; an interactive map through which location and address of official outlets for operators in the Egyptian market can be accessed. My Mobile Wallets: where users, with their National ID, could know how many mobile money wallets registered with their numbers in all mobile operators and Banks in the Egyptian market.

Moreover, Direct Contact to the Unified Free Code has been activated via app to inquire about or cancel entertainment services. Service of Downloading Operator Apps has been also provided, through which the apps. of the four operators working in Egypt's market; Ana Vodafone, My Orange, My Etisalat and My WE, could be directly downloaded. My NTRA also include a full guide on telecom-user rights in Egypt's market, and a Section for Important Numbers, which contains a list of important emergency hotlines as well as hotlines of government entities that users may need to contact My NTRA App. also contains a separate section for corporate services, where all procedures of telecom licenses, custom clearance and NTRA's e-services could be accomplished. It is worth mentioning that NTRA's e-services encompass type approval, issuance of licenses to import telecom equipment as well as the ability to track the status of requests submitted in-advance. The application also contains statistical as well as informative lists; namely, Cyber Awareness and Market Statistics.

As for Cyber Awareness, it includes some awareness information about the mainstays of cyber security as well as methods to protect different devices and apps against attacks and viruses.

Meanwhile, detailed indicators for the two major sides of Egypt's telecom market; users and operators, are included in Market Statistics List. We are planning to add more services to tackle people with disabilities to facilitate their access to telecommunication/ICT services and applications.

COUNTRIES in FOCUS: Egypt

YEARS of IMPLEMENTATION:

- 2023
- 2024



RELEVANT ITU REGIONAL INITIATIVE:

- ARB1: Sustainable digital economy through digital transformation.
- ARB4: Building capacities and encouraging digital innovation, entrepreneurship and future foresight.
- ARB5: Developing means of digital regulation.

RELATED ITU-D PRIORITIES AS DEFINED BY THE ITU WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE 2022

- Digital Transformation
- Enabling policy and regulatory environment

RELATED ITU PRIORITIES AS DEFINED BY ITU PLENIPOTENTIARY CONFERENCE 2022

- Digital applications.
- Enabling environment.