

Consumer Rights Protection Committee (CRPC)

Who Are We:

The National Telecom Regulatory Authority (NTRA) was established in 1998. The NTRA's legislative and regulatory framework has been defined pursuant to the Telecom Regulation Law No. 10 of 2003, that stipulated that the NTRA is a national authority competent to regulate and manage the ICT sector on the basis of fundamental principles, including, transparency, free competition, universal service, consumers' rights protection and non-monopolistic practices.

Chief among NTRA's goals are the provision of high-quality telecom services at the most affordable prices, in addition to the exertion of all efforts to enhance the services, keeping abreast of the state-of-the-art technologies and huge advancements in ICT field. Thereupon, and in implementation of NTRA's main goals, the Consumers Rights Protection Committee (CRPC) was formed in August 2004. It allows all telecom service users to communicate and interact directly with all telecom users by launching awareness campaigns and taking various measures. The CRPC, chaired by NTRA's Executive President, comprises notable public figures and convenes regularly.

In order to activate and fulfill the rights of every user to be provided with high-quality services, get clear and all-inclusive information about them and obtain health and environmental parameters, the NTRA established the Call Center. NTRA's Call Center receives complaints, inquiries and technical complaints of service failure from all users in the A.R.E., through the hotline (#155) and the free number (08003330333). It acts as a second-tier or second level for examining and solving such complaints, around the clock, in case the subscriber does not have his problem solved by the service provider.

To know the latest and most important ICT news on the local and international levels in addition to all issues related to the telecom market in Egypt, you can visit NTRA's website: www.tra.gov.eg. You can also address the NTRA through the following address: Smart Village, B4, K 28 Cairo-Alexandria Desert Road, Giza, A.R.E.,

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Fax: (+202) 35344155;

Email: info@ntra.gov.eg

Youtube: <http://www.youtube.com/user/CRPCNTRA>

Facebook: <https://www.facebook.com/CRPC.NTRA>

Twitter: <https://twitter.com/crpcntra>

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The consumer rights protection is a national and human duty that must be respected and observed globally, in general, and in the Arab and African world, in particular. In the ICT sector in specific, there are many instances where the consumer is not aware of the service that he should be provided with and its specifications.

Egypt is one of the pioneering countries in the Arab world that paid special attention to issues related to the protection of telecom service user's rights as the Telecom Regulation Law No. 10/ 2003 stipulates the formation of a special Committee competent to undertake the protection of the rights of telecom service users in Egypt. This Committee works under the umbrella of the National Telecom Regulatory Authority (NTRA).

NTRA formed the Consumer Rights Protection Committee (CRPC) in August 2004 pursuant to a decree issued by the competent minister in this concern. The committee comprises a set of famous public figures working in various fields closely related to the telecom market and experts in technology, law, mass media and health and representatives of NGOs. In fact, this is the first committee that plays an effective role in this regard, and chaired by the NTRA's Executive President.

CRPC's Action Strategy:

The Committee's role mainly pivots on ensuring the continual functioning of market mechanisms in providing high-quality services at favourable prices, eliminating monopolistic and harmful practices in a free market. In addition, it ensures the prevalence of full transparency in the provision of services in terms of specifications and features. It sets the balance between the three main stakeholders in the sector: the service providers, the State and the consumer.

The committee raises the end user's awareness of his full right to choose the best service before and after concluding a contract with the service provider. The Committee's work and action strategy can be summed up as follows:

- Raising the consumers' awareness through sessions and periodicals dealing with consumers' duties and rights, types of services, the technologies used, and different choices.
- Issuing recommendations on the following aspects: means of consumer protection, free competition, antitrust practices, universal service, the rights of the Disabled, the mechanism for measuring the market response to new services and new entrants to the market.
- Consolidating and developing positive relations, opening appropriate channels with all segments of users, and relevant NGOs, and submitting to the NTRA consultations at an early phase concerning aspects that raise the users' concerns and all positive and negative impacts of services.

- Developing ideas and proposals for market studies and field researches to measure the consumer's reaction to the services provided and then submit recommendations to NTRA's administration.

Executive Sub-Committee:

An executive sub-committee, emanating from the CRPC, was formed to conduct discussions, highlighting the most important pivots and topics raised during the CRPC's meetings. The Executive Sub-Committee holds discussions of key topics related to the telecom sector and follows up on the actions and outputs of other sub-committees.

- Raising the users' awareness of the most significant telecom topics raised within the framework of rights protection.
- Raising the users' awareness of the impact of implementation of modern technologies on health and environment.
- Paying special attention to the implementation of essential principles: privacy and confidentiality, transparency, free competition and non-monopolistic practices.
- Following up on the level of quality of service provided by service providers, issuing recommendations in this regard.
- Reviewing the prices of telecom services in Egypt and comparing them to global service rates.
- Examining the procedures needed to implement the CRPC's recommendations.

Consumer Rights & Obligations:

Consumers' Rights:

The consumer has the right to:

- Get high-quality services that comply with the international standards and specifications.
- Select the service types and their providers (vendors).
- Have a healthy environment as per the international health regulations and standards.
- Receive clear data and information about the service (terms and conditions- prices- levels of service performance) in the most transparent way. They should not be altered except after sending a notification or notice to the user.

- Be protected from harmful practices committed by the operators such as spreading misleading data or offers.
- Get compensation for the failure of service or in case the services do not meet the consumer's expectations, taking into consideration the contractual terms and conditions.
- Have the confidentiality of his data and information protected.
- Resort to the operator's customer service in case he has a query or complaint that should be addressed and resolved.
- Resort to NTRA as a second tier in case his complaint is not resolved.
- Get all technical info about the service types, and have numbers of emergency, complaint and call centers announced.
- Get a copy of the contract entered between him and the operator as it regulates the relation between them.
- Terminate the service at any time (taking into consideration the contractual terms and conditions).
- Obtain accurate, understandable and monthly bills for products and services he gets, without paying additional fees. He also has the right to request a detailed invoice for symbolic fees or even get a free e-bill.
- The residents of the remote areas have the right to be provided with the basic telecom services through the Universal Service Fund.
- The disabled people have the right to have access to special services.

Consumers' Obligations:

- The consumers should abstain from dealing with unauthorized bodies that are unlicensed to provide telecom services. In addition, consumers should report on such bodies.
- The consumers should report any law violation such as bypassing international calls or installing a subline from a fixed line (an illegal practice known as "Telephone Slamming").
- The consumers may not violate the contractual stipulations or conditions of service provision.
- The consumers should not misuse or transgress the infrastructure used in telecom services.

- The consumer may not use his mobile phone while driving as it endangers his life and the lives of others.
- The consumers should report on any stolen line.
- The consumers should be provided with telecom services through the legal and legitimate means by directly contacting the service provider or one of its agents.

For Mobile, Internet and Fixed Service Users:

If you have encountered a problem with the service provider and could not solve it, call the Call Center hotline (155) and we will exert all efforts to solve your problem. The Call Center receives complaints and inquiries on a daily basis throughout the week.