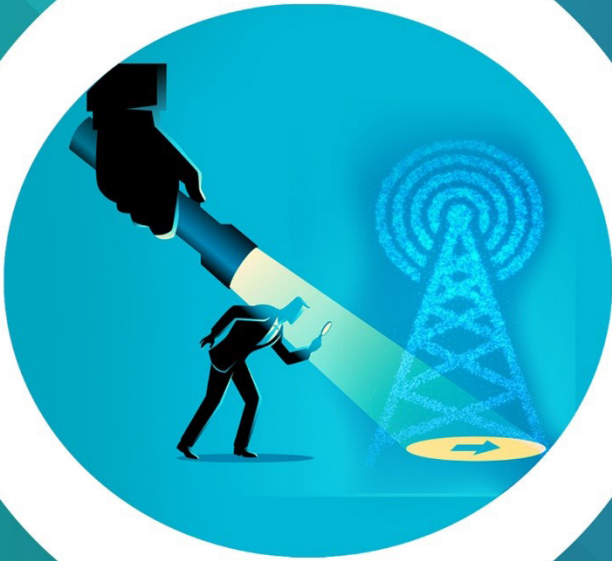




**NTRA**  
National Telecom Regulatory Authority  
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## User Tips for Subscribing to the Mobile Value-Added Services

**VAS**



## **User Tips for Subscribing to the Mobile Value-Added Services (MVASs)**

**Mobile services include basic standard services and additional services or benefits that users can receive:**

**The Basic Standard Services include:**

- Sending and receiving voice or video call services.
- Data transmission and reception services (the provision of internet connection through the mobile phone).

As for the value-added services, these are the services that are provided through the basic services of the mobile phone and rely on the user's interaction with certain information or data through SMSs /MMSs or short codes, or via the internet through the mobile phone to obtain additional services such as a callback tone service, subscription to contests and competitions, or obtainment of news or sports services, games, or video streaming, or purchase of online content such as applications. It also includes Direct Carrier Billing (DCB) by deducting charges from the user's mobile phone balance or adding them to his monthly bill, or receiving advertising messages for some trademarks.

Thus, in view of the responsibility of the National Telecom Regulatory Authority (NTRA) and the special attention it pays to the best interests and benefits of the users of telecom services in the Arab Republic of Egypt, the following tips and advices have issued to guide users and inform them about how to obtain the mobile value-added services (MVASs) to raise their awareness about this type of services in correctly and wisely.

**The User has the right to:**

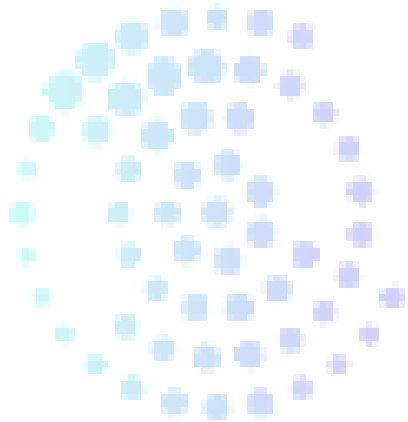
- 1- Get complete information about the service or offer that he intends to subscribe to or obtain through the service provider via a toll-free number, a smart application, or the official website of the service provider before subscribing to it.
- 2- Get clear data on details of payment, and the fees of service subscription or obtainment of certain content.

- 3- Get notifications about service renewal, the amount value that will be deducted from the user's balance or added to his bill at least 24 hours before the renewal date.
- 4- Request to stop receiving all or some of the messages that he does not want to receive.
- 5- Request the cancellation of any the mobile value-added services (MVASs), whether it is free, paid for once, or with a periodic subscription (daily / monthly, ...) at any time and for free.
- 6- Have his data protected and not used for any marketing or advertising purposes without obtaining his approval.
- 7- Obtain information about the service in the Arabic language, and may obtain be in two languages or more, provided that one of these languages is the Arabic language.
- 8- Not to be disturbed by receiving a large number of messages through the service provider, and that he receives this type of message during a specific period of time throughout the day.

### **Instructions for Obtaining Mobile Value-added Services (MVASs):**

- 1- Do not subscribe to one of the mobile value-added services (MVASs) before carefully reviewing all details about the service, its value, and the dates for its payment.
- 2- Some mobile value-added services (MVASs) or offers may include free days, after which you will be charged, so review carefully the details of the service or offer before subscribing.
- 3- If you want to stop or cancel one of the mobile value-added services (MVASs) or advertising/ marketing messages and you could not do this directly through your mobile phone, contact your mobile service provider and request it to stop it.
- 4- Upon subscribing to one of the mobile value-added services (MVASs) to obtain services with periodic subscriptions, purchase online content, or watch movies through special applications, monitor your balance or your monthly bill and verify the accuracy of your accounts.
- 5- Upon subscribing to one of the mobile value-added services (MVASs), make sure that you have received an SMS that confirms the subscription process from the service provider.

- 6- Upon subscribing to one of the mobile value-added services (MVASs), make sure that you have received an SMS that includes the method of cancellation of the service or the offer and that this method is free of charge.
- 7- Warn your children against dealing with any SMSs or websites that include mobile value-added services (MVASs) for fees to be deducted from the user's balance or added to the bill except after taking your consent.
- 8- If you have any complaint about the mobile value-added services (MVASs) that you have submitted to your mobile service provider and has not been resolved within the period specified by the service provider, you can contact the NTRA's Call Center as a second-tier step to investigate your complaint.



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