

Online Shopping

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.,

Tel; (+202) 35344000;

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>

Tips for Online Shopping:

Online Markets:

The online market is an electronic market or commercial website that brings together the sellers and purchasers on a website, through which they can deal together. That is why you should make sure of the method of operation of online markets and read their terms and conditions - before subscribing or registering thereto- especially those written in small font.

If you need to register your account, or you are asked to choose a password to log in, you should make sure to choose a secure password that protects your personal data. Preferably, you should collect many information about the seller or selling entity before holding transactions or dealing with him. If the website allows its users to add their comments or suggestions, you must read the comments and reviews of other purchasers and sellers. The seller, who got the highest votes or the largest number of positive reviews, will be a well-reputed one, and you can trust its products.

You should not be deluded or fooled by any fines or extra charges that you should pay in violation of your agreement with the seller. It is advisable to use payment methods recommended by the commercial website, knowing that some e-transfer services may not be easily tracked or traced, so this will be a convenient opportunity for online swindlers.

Generally speaking, there are several measures you can take, when you shop online, to reduce the risks you are exposed to before you press the button of your laptop to agree, or give your credit card details. You should ask yourself a few important questions that will help you make the right decision.

1- With whom should I deal?

Before you purchase any product online, make sure of the legality and authenticity of the seller or the selling company, as the well-reputed companies provide relevant contact info (as the company's address, the country it is located in, and the telephone and fax numbers). Such data are of great importance to the consumers who might need to contact the company in case any error occurs in the purchase process. In case the selling company is an Egyptian company, you should search for the company's registration number, and verify all data and details of any company based in Egypt by contacting it directly or visiting the company's store or shop.

As for the Merchants or Companies Based Outside Egypt, You Should Do the Following:

-  Ensure the authenticity of the terms and conditions published on the company's website.

-  Make sure that the merchant or the company is well- reputed by reading all reviews and comments made by former clients on the website or searching for all comments made by other websites about the company, using the company's name in your online search.

- ✚ You must verify any other info and search for any additional terms or provisions related to the product's return, the refund of the paid money or the resolution of any disputes arising with the company or merchant.

2- Read the terms and conditions carefully:

In fact, you are fully responsible for the online transaction. That is why you must read the terms and conditions related to the purchase process you will make. You might need to click a link that directs you to a website that contains such terms and conditions. These terms and conditions must include the following:

- ✚ Whether the product or service that you will buy is subject to guarantee or warranty.
- ✚ Whether the selling company has a policy that allows it to cancel the purchase process and return the product, and whether it will offer refund to purchasers.
- ✚ The alternatives that are available for you in case the product you requested is not available in the selling company.

As for the e-business processes, the purchasers often sign the contract by pressing the "Accept" button. You are recommended to print any forms you filled in online and keep copies of any electronic correspondences about the purchase offer that you accepted. In case any problems occur, you should submit the main contract to the seller in order to guarantee your rights.

3- Are there any additional payments or fines?

You should make sure that you know the total cost that you will be bear in the purchase process, and find answers to some questions:

- ✚ Does the total price include the delivery, warranty and installation? Is there an ongoing cost that you have to bear? You should not agree to pay payments that are not previously determined off your credit card.
- ✚ Are there any taxes or customs? What is the currency used in the purchase process (as some local companies might offer its products and prices in US dollar)?

After you get exact information about the total price you should pay, you must ensure that your order has been accurately described to the selling company before you pay any sum of money. The well-reputed companies give the purchasers a summary that describes the order they made before they exit their webpage so that the purchaser make of its authenticity. Thus, it will be easy for the purchaser to change or modify his order before payment.

4- Is the purchase process safe?

You should make sure that the e-payment process is safe. It is worth mentioning that, before the purchasers submit their card credit data the companies that provide secure e-payment process should inform and reassure them that their data will not be exposed to theft. You should also verify whether the webpage you visit is safe or not through the "lock" or "key" sign that you'll find in your browser, or the webpages that have (https) and not (http) in their URL. Unfortunately, imposters and swindlers might put signs or symbols that delude the purchaser into thinking that the website is secure, so he should not continue the purchase process in case there are any doubts or suspicious about the website. In order to avoid the risk of fraud, kindly read some of the instructions which will be mentioned later on herein.

5- What should I do if I am not satisfied with the product I received?

If you encounter any problem concerning the product or service that you have purchased, the alternatives available to you depend on a number of factors:

- ✚ Whether the selling company is based in Egypt or working abroad, as purchase processes made from the Egyptian companies are subject to the Egyptian law that does not apply to those from foreign companies.

- ✚ Whether the warranty covers the flaw or defect in the product or service.

- ✚ Whether the selling company adopts a refund and return policy.

- ✚ Whether you can refund the sum of money you paid or order another product as a replacement.

There are many companies that adopt customer service policies that might be (or might not be) an integral part of their legal obligations. You will find all details in the websites of these companies, or you can ask them about it through contacting them.

6- How will the company deal with your personal data?

The confidentiality of your personal data is considered one of the most important aspects that you should take into account during the purchase process. If you are aware of the purchase procedures and know well how you the selling company will deal with your personal information, you will be less exposed to spam e-mails that trigger concerns about your privacy.

In order to protect the confidentiality of your personal information, you should follow the following steps:

- ✚ Deal only with the websites that have clear privacy policies that must mention in detail the kind of data kept by the selling company and how it will use them.

- ✚ Install the software that protects your data and ensures their confidentiality and privacy, such as anti-viruses, spyware, firewall software and cookies removal software.
- ✚ Do not agree to have any future dealings and transactions with the selling company when you fill in the online purchase form unless you would receive promotional emails and materials from it.
- ✚ You should only mention the information you want to disclose to the selling company and abstain from giving it any more data.
- ✚ Do not use your personal e-mail when you have an online transaction so that you can prevent swindlers from hacking the privacy of your data.

7- Have you have taken the necessary steps to avoid electronic fraud?

Unfortunately, the Internet is rife with scammers and hackers who may benefit from the mode of operation of the Internet and reach your personal data. Almost all spams and hacking emails obligate you to take a certain step. You might be deluded by someone who asks you to send an amount of money to a certain person for a fake purpose. You might be asked also to give your personal information to people you will eventually find out that they are crooks. Such crooks and swindlers exploit your ignorance of the precautionary measures you should take before commencing the online purchase process such as the product verification or request for advices and tips from specialists.

General Instructions in this regard are as follows:

- ✚ If the offer is so perfectly made to the extent that you feel that it is fake; this might be the case.
- ✚ Get advice from an independent body, especially if the offer includes payment of money, losing some time or imposing some kind of commitment on you as a purchaser.
- ✚ There are no real offers that will make you rich overnight. Such offers are always fraudulent.
- ✚ Do not agree to offers without thinking the issue over and over, rather tell the seller that you are still considering the offer or that you need advice from a neutral party before making the decision.
- ✚ Do not make money transfer or give your credit card numbers or info about your bank accounts to anyone who is not trustworthy.

- ✚ Check your personal account receipts and your bank account when you receive them, and if you find a transaction that you have not conducted, inform your bank immediately.
- ✚ Keep your credit card and ATM cards in a safe place. Do not reveal to anyone their codes, and do not write them down lest they become vulnerable to theft.

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.