

Your Life Is Precious

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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Email: info@ntra.gov.eg

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

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

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

A mobile telephony has become part of the lifestyle of almost every person around the world. However, the mobile phone usage might endanger lives, and put a sad end

to the user's life. In order to protect yourself against such fatal usage, here are some beneficial facts:

Firstly: Do not Use Your Mobile Phone While Driving:

Most car accidents happen in a fraction of a second due to the driver's preoccupation or lack of concentration. This is due to the usage of mobile while driving. To highlight this perilous danger, many countries, including Egypt, issued laws that penalize the driver's use of mobile phone while driving. Consequently, if a driver is caught using a hand-held phone while driving, he will be exposed to road- traffic offence. This, of course, if he is lucky enough to maintain his concentration. That is why:

- ✚ If you receive a call while driving, do not answer it because your life is more precious than this.
- ✚ If you intend to make an urgent call, you should abstain from making it while driving, rather you should find for yourself a safe side of the road where you can stop your car and make your phone call without exposing your life to danger.

Secondly: Texting While Driving is Even More Dangerous:

According to recent studies and statistics. Individuals who drive while sending text messages are 23 times more likely to be involved in a car crash than other drivers as the driver's reflexes and response to any sudden situation are reduced. This is demonstrated clearly in the following:

- ✚ The driver's reaction to traffic lights and signs becomes slower.
- ✚ The driver's decision-making while driving slows down.
- ✚ The driver becomes unable to adhere to his route on the road.
- ✚ The driver encounters great difficulty to keep an appropriate and regular speed as he swings between low and excessive speed.
- ✚ The driver becomes negligent to leave a safe distance between his car and those in front of him.

If there is an urgent need to use your mobile phone while driving, you should strictly adhere to the following instructions:

- ✚ Use your car kit to reduce efforts exerted in making and receiving calls.
- ✚ Do not send text messages or e-mails while driving. Do not ever browse the Internet or search the files stored on your mobile phone while driving.
- ✚ Do not make or receive calls while driving in traffic jams or in wet or bad weather or driving on rough or uneven pavement (if, for instance, there are bumps in the road).
- ✚ Use the call forwarding function to forward all incoming calls to the voice mailbox, or use any other means to answer them (such as using an SMS auto-response feature upon rejecting a call).

- ✚ If you have to stop by the side of the road to answer your mobile phone, make sure to choose a safe place away from the lane of other vehicles or wait until you finish your journey and then use your phone.
- ✚ Always try to alert the caller that you are driving and that you are unable to answer his call immediately, otherwise you will terminate the call at any time.
- ✚ In cases of emergency, use your mobile phone to call for help.

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.