

Glimpse of the regulatory framework for call centers in the Arab Republic of Egypt

First: Licensing / registration requirements for establishing and operating call centers within the Arab Republic of Egypt:

The National Telecommunications Regulatory Authority issued the regulatory framework for establishing and operating call centers within the Arab Republic of Egypt and providing call center outsourcing services in April ٢٠٢٣ in order to provide the necessary technological alternatives for the growth of this activity within Egypt, as it enjoys a distinguished geographical location and highly-trained manpower available for relatively low wages than many countries across the world, Egyptian cadres also master many foreign languages and dialects than their counterparts in many other states.

The requirements differ in terms of obtaining a license or registration according to providing call center services to its users or others (companies and other entities) according to the following:

1. License to establish and operate call centers within the Arab Republic of Egypt and providing call center outsourcing services.
2. Registration as a private call center operator to provide call center services to its users in the Arab Republic of Egypt.

Second: Glimpse of licensing to establish and operate call centers within the Arab Republic of Egypt and providing call center outsourcing services:

- License duration: 5 years.
- Financial consideration:
 - License upfront fees: An amount of 100,000 (one hundred thousand Egyptian pounds) paid once in addition to 14,000 (fourteen thousand Egyptian pounds) 14% of the value of License upfront fees for value added tax.

- Annual fees: An amount of 50,000 Egyptian pounds (fifty thousand Egyptian pounds) in addition to 7,000 (seven thousand Egyptian pounds) 14% of the value of the annual fees for value added tax.
- License fees: An amount of 10,000 Egyptian pounds (ten thousand Egyptian pounds) in addition to 1,400 (one thousand four hundred Egyptian pounds) 14% of the value of the license consideration for value added tax.
- Insurance: A letter of guarantee in the amount of 100,000 Egyptian pounds (one hundred thousand Egyptian pounds) and a bank transfer is permitted.
- **Glimpse of licensee rights:**
 - Service Provider of Call Center Outsourcing has the right to establish and operate Call Centers, and provide Outsourcing Services to establish and operate Call Centers to others, within the Arab Republic of Egypt, by assigning Seats and trained Agents, and shall commit to notify NTRA with all affiliated call centers as well as any updates thereto.
 - Service Provider of Call Center Outsourcing shall commit, while establishing call centers, to all construction standards and specifications acknowledged worldwide, and shall also commit to all technical standards and specifications pertaining to such a process as specified by the Licensor.
 - Service Provider of Call Center Outsourcing is entitled to connect to a landline network, operated by a Landline Service Provider, to make and receive the phone calls for the customers thereof.
 - Service Provider of Call Center Outsourcing is entitled to establish an international connection through any of the following methods:
 - Entering into contract with a licensed company which provides international telecom services to others, to rent an International Circuit Connection – Point to Point - between the call center and a summing point abroad.
 - Entering into contract with a Landline Service Provider to make and receive international calls via licensed International Gateways, using different types of Numbering including but not limited to toll-free and special-tariff numbers.

- Using internet cables to transfer audio/video calls offshore, or vice-versa, by VoIP technology in accordance with the terms and regulations specified in the present Framework as well as any regulations issued by NTRA in this regard.
- Service Provider of Call Center Outsourcing is entitled to use a Cloud Call Center to serve users, provided that NTRA's written consent should be obtained in advance and in accordance with the rules and regulations made by NTRA in this regard.

Third: Glimpse of registration as a private call center operator Private Call Center to provide call center services to its users in the Arab Republic of Egypt:

- **Registration period: 5 years.**
- **Financial consideration:**
 - Upfront fees for the registration certificate: an amount of 10,000 (ten thousand Egyptian pounds) paid once in addition to 1,400 (one thousand four hundred Egyptian pounds) 14% of the value of the Upfront fees for value-added tax.
 - Insurance: an amount of 10,000 Egyptian pounds (ten thousand Egyptian pounds).
- **Registration procedures:**

Private Call Center Operators within the Arab Republic of Egypt shall register at NTRA in accordance with the following measures and standards:

- Registration process shall take place via NTRA's website or a written request submitted.
- Company data shall be filled in including: (Company name, commercial register, address, phone, facsimile, points of contact, etc...)
- Data about the nature of activity and connection methods shall be filled in.
- Registration process shall not be deemed complete unless NTRA's consent is pre-obtained.

- **Obligations and Glimpse of registered companies:**
 - The registered entity has the right to connect to the fixed telephone network via voice lines/circuits leased from the fixed telephone service provider or using lines from one of the mobile telephone service providers to make and receive calls to the call center.
 - The registered entity not permissible to transfer calls except through one of the fixed telephone service providers or mobile telephone service providers, and in all cases, the registered entity does not have the right to transfer calls using VoIP technology through Internet connections in any way.
 - The registered entity not permissible to use a cloud call center to serve its users except after obtaining prior written approval from the Authority and in accordance with the rules and controls issued by the Authority in this regard.

Fourth: Regularizing the status of companies establishing and operating call centers within the Arab Republic of Egypt and providing call center outsourcing services:

- Regularization period for the present call centers is 9 months effective the date the regulatory framework is set.
- In the event of operating call centers or providing call center services in violation of this framework after nine months from the date of issuance of the regulatory framework, the person performing this work shall be subject to full legal liability in accordance with the Telecommunications Regulatory Law No. 10 of 2003.