

## Response to telecom-user complaints

### Telecom-user complaints during the second half-year period of 2022 - Overview



**Total complaints**

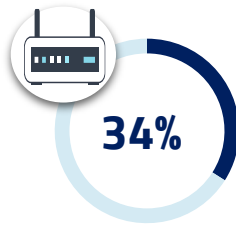
**184,212**

More than **184 thousand** complaints were escalated to NTRA against telecom operators during the second half-year period of 2022 via the 4 communication channels currently available (Call center 155, website, instant messages app such as WhatsApp, and My NTRA App). Meanwhile, operators' response rate to complaints during the same period reached **89%**, whereas response time was **2.4 days** on average..

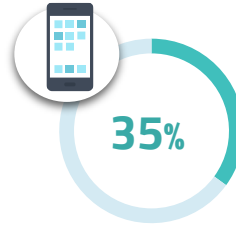
#### User complaints per service



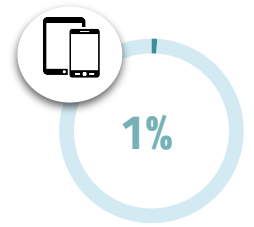
**55,437**  
Landline complaints



**61,663**  
Fixed internet complaints



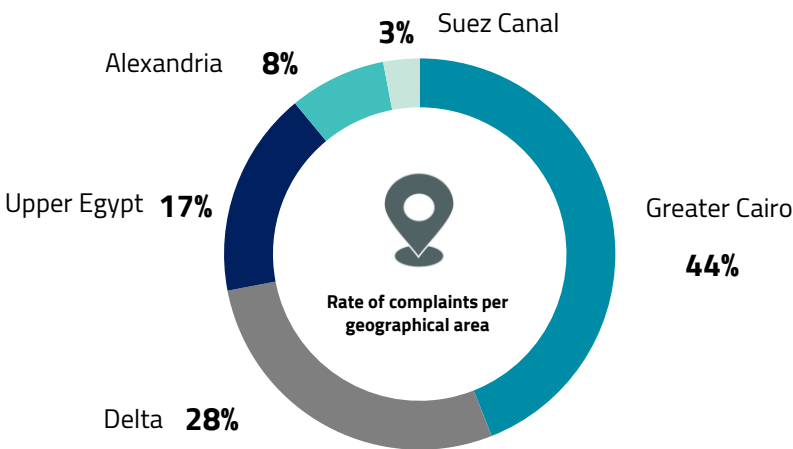
**64,676**  
Mobile complaints



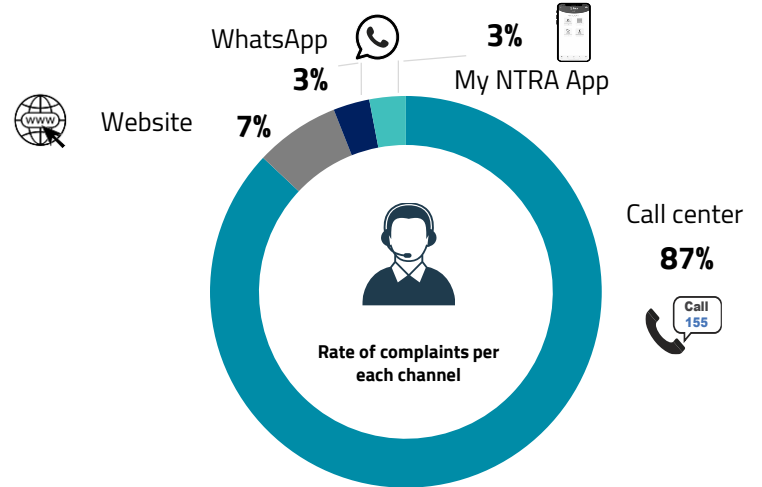
**2,436**  
Mobile set complaints

#### User complaints' distribution by

##### Geographical location



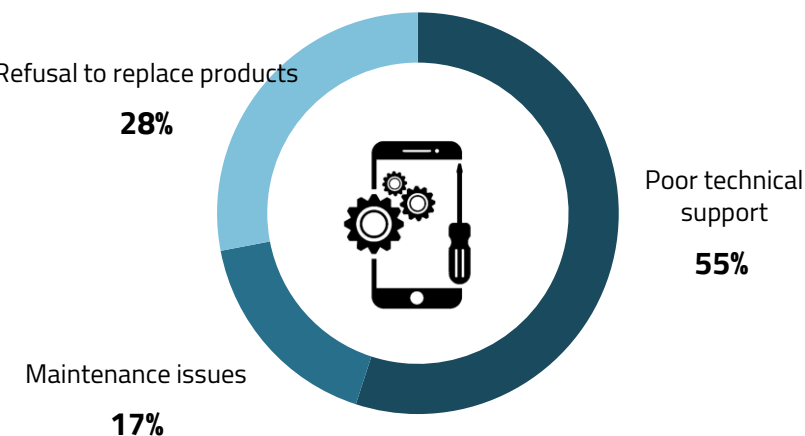
##### Complaint-receiving channel



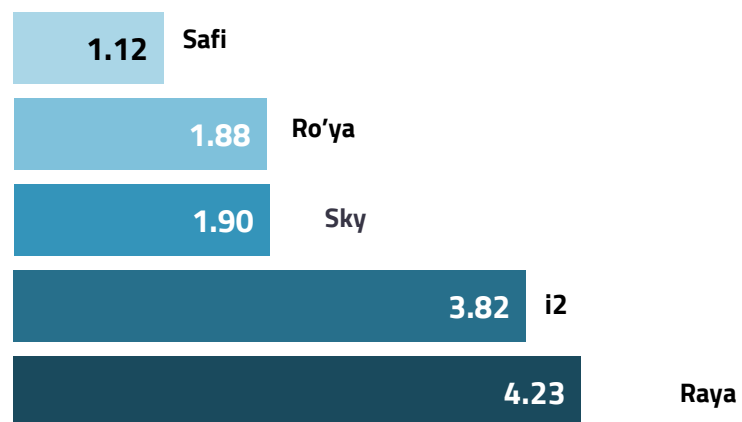
### 1. Follow up and response to mobile set complaints - Indicators

The total number of complaints escalated by mobile set owners to NTRA against dealerships were **2436** during the second half-year period of 2022. Meanwhile, the rate of complaint-resolving reached **99%** with an average response time of **2.4 days**.

#### Complaint distribution per type



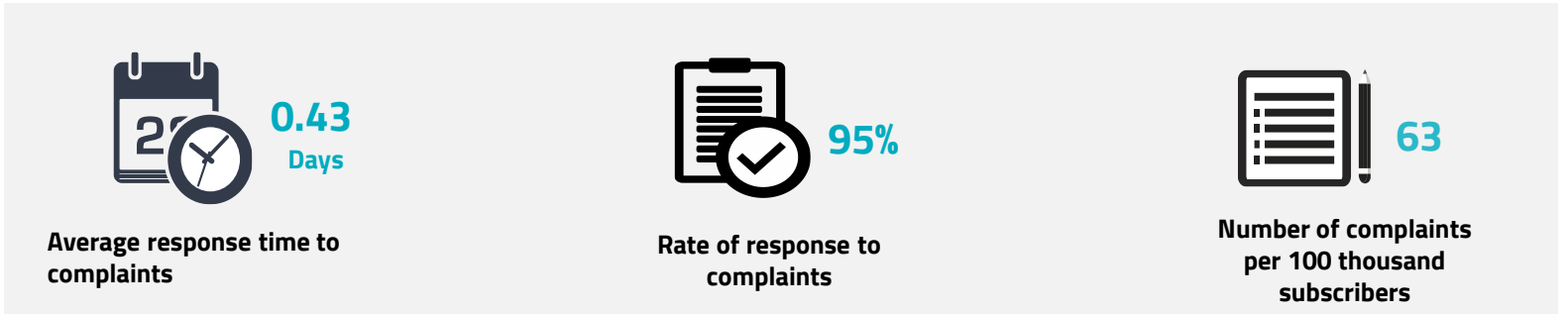
#### Average response rate by day per dealership



Mobile-user complaints against operators

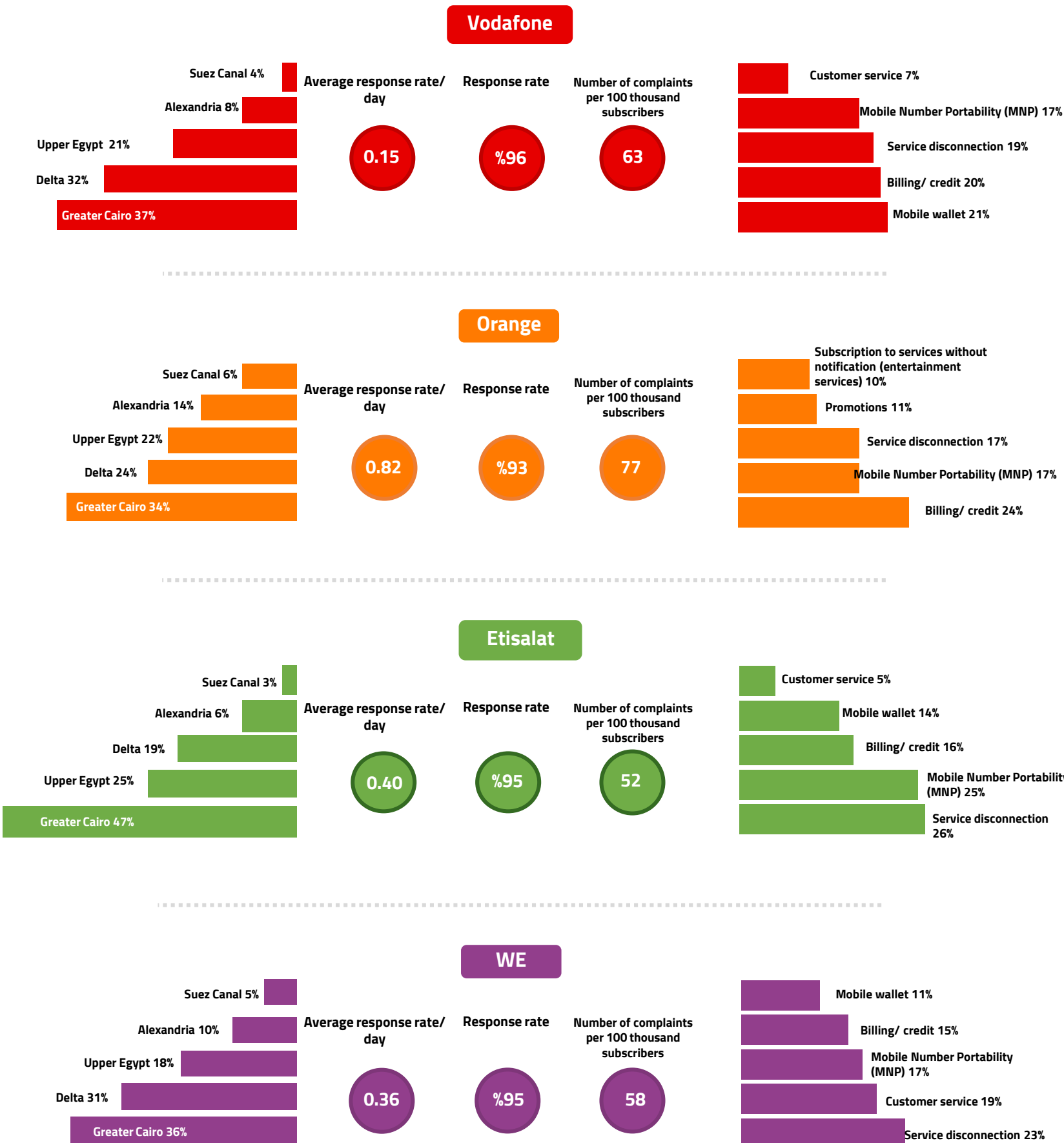


2. Response to mobile-user complaints- Indicators



Complaint distribution by geographical area

Main complaints by type



Fixed internet-user complaints against operators

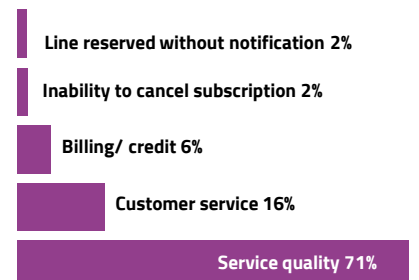
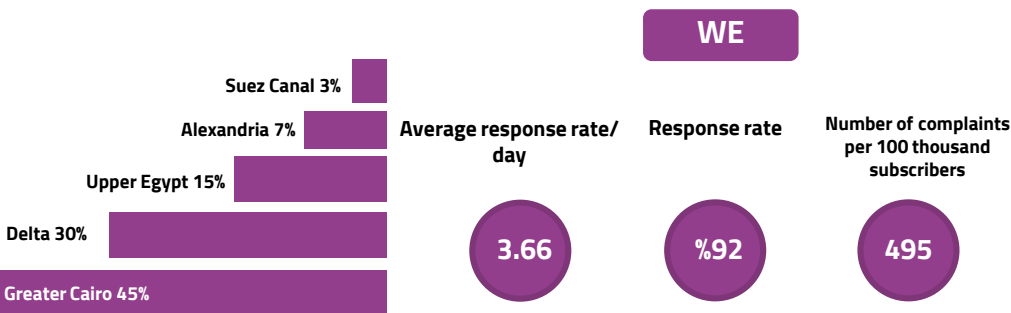
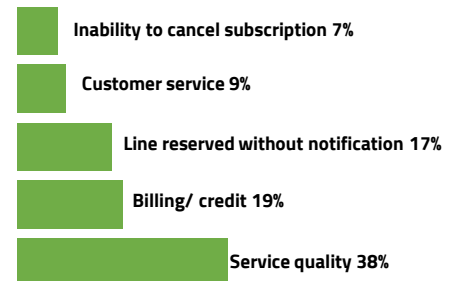
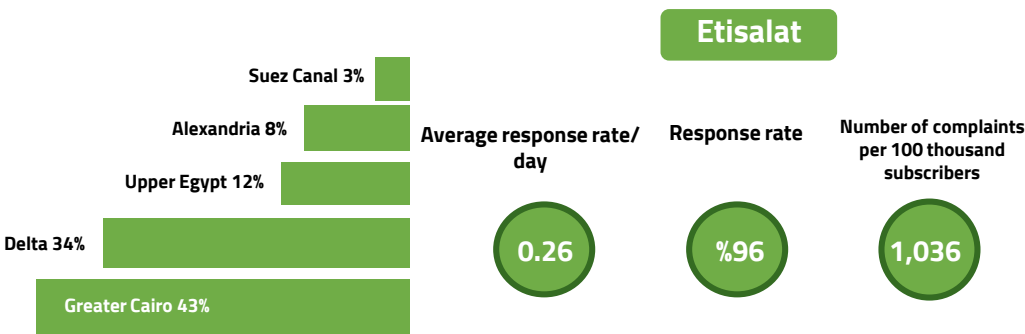
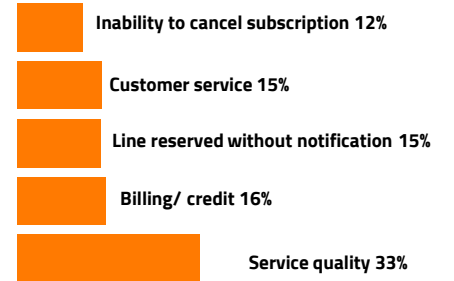
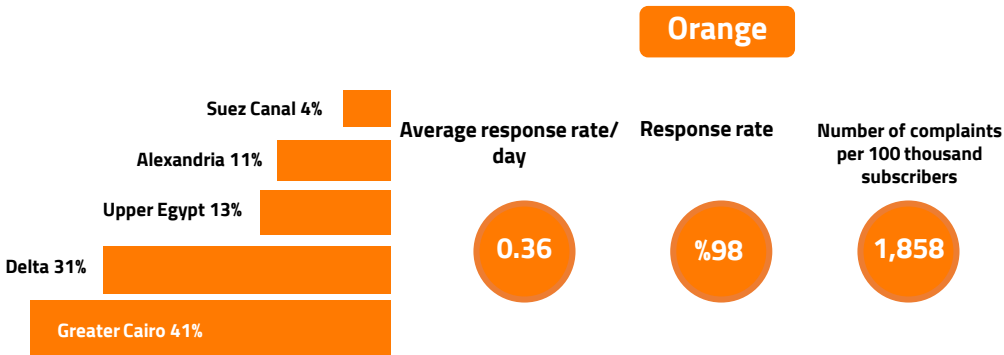
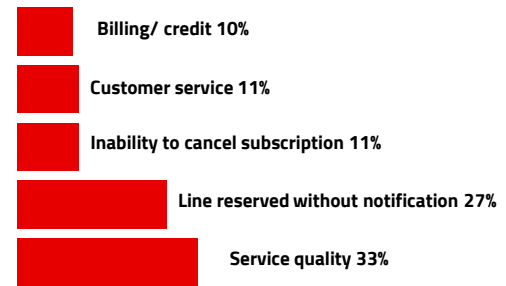
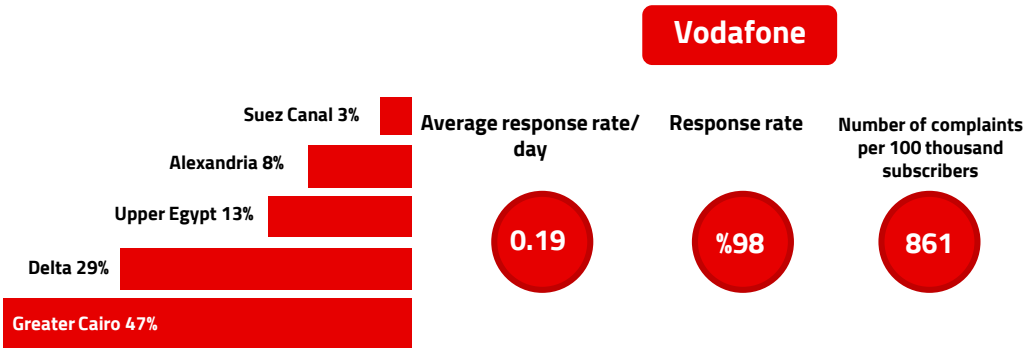


3. Response to fixed internet complaints - Indicators



Complaint distribution by geographical area

Main complaints by type



## Response to telecom-user complaints

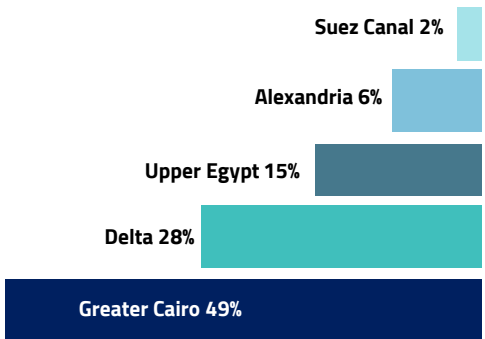
### Landline-user complaints



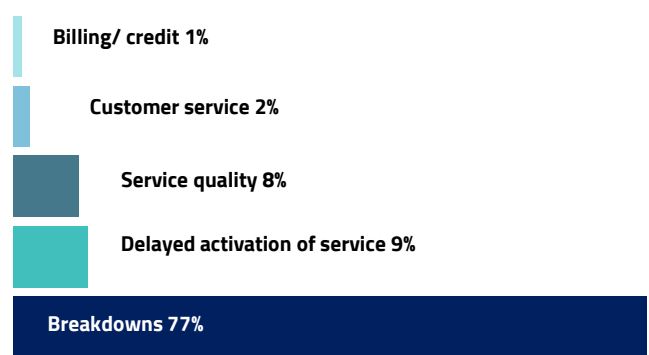
#### 4. Response to landline service complaints - indicators



#### Complaint distribution by geographical location



#### Main complaints by type

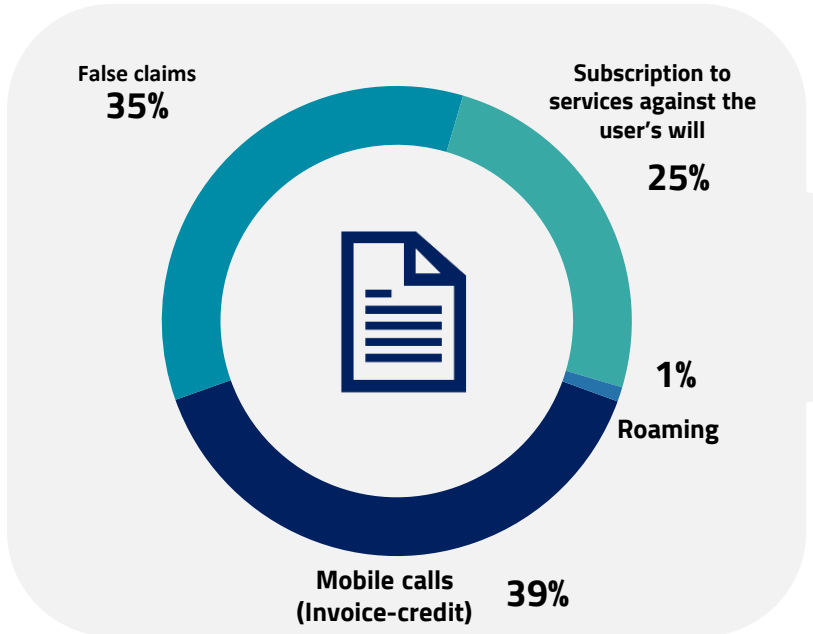


### Amounts refunded to users deemed eligible by NTRA

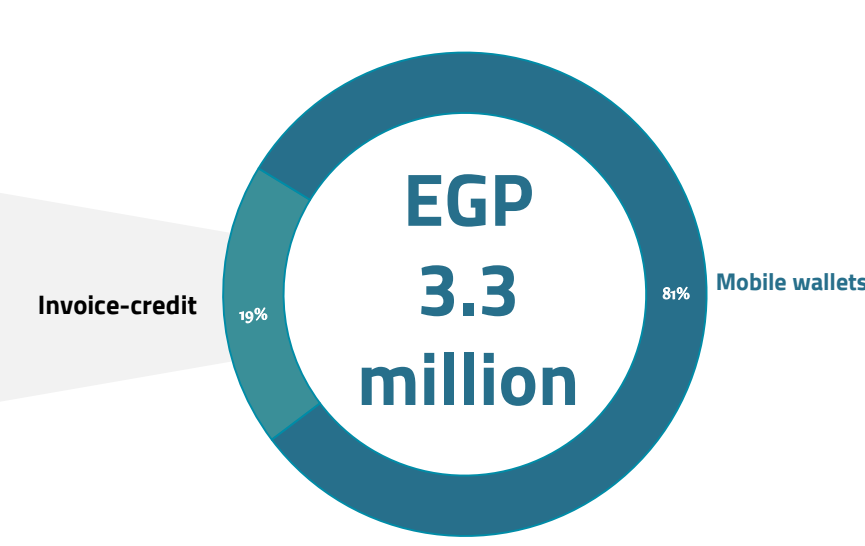
A total number of EGP 3.3 million were refunded to eligible users by operators, from July to the end of December 2022, after the eligibility of such users to receive reparations had been proven by NTRA. The majority of amounts refunded were for mobile wallet complaints by 81%.



#### Billing/ credit complaints – Distribution of refunded amounts



#### Distribution of refunded amounts by complaint



## Response to telecom-user complaints

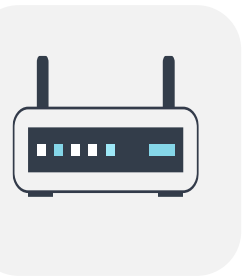
Measures taken by NTRA to uphold user rights after their complaints are monitored:

### 1. \*1234# unified free code assigned to the elderly



A unified code (**\*1234#**) was assigned by NTRA to the Elderly (65+ years old) to contact the call center for free, where an SMS is sent indicating that callers will be re-contacted within 15 minutes only. This measure was taken so as to facilitate the elderly's access to services.

### 2. New reparation mechanisms for fixed internet subscribers approved in case of service breakdown



NTRA acknowledged new reparation mechanisms for fixed internet subscribers should the service be down. Fixed internet service providers are obliged to pay a minimum value of no less than the actual cost of service to affected users, whether for the time period through which the service was down or for an average consumption of package, in case the service is down for less than 24 hours. The operators are also obliged to pay a doubled value in return for each day the service is down, should disconnection last for a time period exceeding 24 hours.

### 3. Fines of EGP 35.7 million were imposed on mobile operators during the second half-year period of 2022



**35.7 million pound**-fines were imposed by NTRA on mobile operators during the second half-year period of 2022 for violating the standards of complaint-response and MNP regulations.

### 4. \*155# unified code used for 38.8 million times to inquire about, cancel entertainment services



Since the service was launched in January 2020, the free unified code (**\*155#**) was used for **38.8 million** times to inquire about or cancel entertainment services such as, songs, news, games, etc... It's worth noting that NTRA previously launched the unified code to reduce unfavorable practices like subscription to services without notifying, or against the will of, customers.