

**Global Symposium for Regulators 2020**  
**Heads of Regulators Regulatory Roundtable**  
**1 September 2020 from 13:00 - 14:10**

Ms. Doreen Bogdan

Distinguished colleagues,

It is a great honour to be here today among this distinguished gathering. I hope that you and your beloved ones are safe and in good health.

Firstly, I would like to thank ITU for its continuous efforts and excellent guidelines “the gold standard for digital regulation” to support regulators and policy makers all over the world towards broad and inclusive digital transformation.

COVID19 pandemic is affecting the entire socio-economic globe, changing its norms, disrupting its realities and creating “New Norms” but proves that ICT remains the backbone that all sectors rely on. Today I want to focus on a new norm which is a family experience where diversified and simultaneous needs are required with reliable and secure ICT infrastructure to be able to fulfill these needs with Quality and Continuity.

We cannot allow bad quality or discontinuity for family socio-economic needs where parents need to continue their work and shopping at the same time kids need to continue their education and entertainment with quality.

ICT infrastructure and services are the foundation for new norms, but since family activities are intersecting with multiple sectors so here comes the role of collaboration in regulations to facilitate their needs among these sectors.

Since the Egyptian government highly positions the ICT development and digital transformation as one of the main pillars in Egypt's 2030 strategy we have invested around 2 billion USD in 2019 in ICT infrastructure in terms of connectivity, capacity, reachability and applications, which had a great impact during the pandemic period to be able to absorb the dramatic increase of internet usage and major shifts in user behaviour.

Apart of providing extra free Quota for Internet download for home users across the country, NTRA has developed many initiatives with collaboration with other sectors to enhance accessibility and usage during the pandemic,

for example:

- In the health sector, we provided free hotlines for citizens, to keep them updated with the latest news and precautions about the pandemic.
- And With the support of Artificial Intelligence, we adopted tracing systems in Egypt to identify areas where the virus is most prevalent, in addition to simulate the pandemic patterns.
- Also For the medical teams (who we call White Army) we provided free voice and data packages to stay connected with their families while they are doing their duties in the quarantine areas.
- In the education sector, we collaborated with the education ministries to enable free access for educational platforms and websites to guarantee the continuity and quality for students in their education process.
- In the financial sector, we collaborated with the Central Bank to facilitate free registration for e-wallets and remove the administrative fees for e-payment transactions to meet citizens needs., which lead to 2.5 million e-wallets created and 30% transactions increase in one month.

We believe that investment in the ICT infrastructure is important, but also fast responding and collaboration in regulations are the key success factors in coping with new norms where we are physically in one place but virtually we are in multiple places.

During the pandemic, it was proven that international collaboration is needed to exchange best practices and share our experiences to overcome the negative impact of such a crisis.

I know that the word COVID is linked in our minds with a tragedy, but we still can look at this word from a different perspective, where the word COVID can be defined as **CO**llaborate for more **V**alue of **I**nternet **D**ata.

Finally, I would like Thank you all for your kind attention

Thank you