

NTRA imposes fine of EGP 20 million & 500 thousand on Vodafone Egypt for service breakdown

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The National Telecommunications Regulatory Authority of Egypt (NTRA) imposed a fine of twenty million and five hundred thousand L.E. on Vodafone Egypt after a technical breakdown had been monitored, in some of Vodafone network's components, affecting the quality of 4G services. NTRA also directed Vodafone to compensate the customers who were harmed, as per the general compensation rules set out by NTRA for the service providers in Egypt's market to protect user rights should services break down. These rules also entail imposing incremental penalties on companies in case of any service-disconnections and should subscribers be harmed, in accordance with the licenses granted to companies.

NTRA asserted that all correctional measures should be taken to ensure the continuity of services and avoid the re-occurrence of network breakdowns which would have a negative impact on users. NTRA also confirmed that all necessary procedures should be applied to meet the needs of users, ensure their rights, and raise their satisfaction with the services availed.

It's noteworthy that NTRA had urgently formed a technical committee once the breakdown occurred to detect its reason and how much users were affected as well as the time duration through which service had been unavailable. The committee also undertook determining the entire areas affected before the service was restored and stabilized, and delivered a report upon which NTRA made its decision to impose a fine on Vodafone.

