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09 July 2025

**Subject: Statement on the Containment of the Ramses Central Fire and the Gradual Restoration of Telecommunications Services**

Ms. Rasha Mostafa Moussa  
General Manager, Disclosure Department  
The Egyptian Stock Exchange

Dear Ms. Moussa,

With reference to the above subject, Telecom Egypt would like to inform you that the fire that broke out last Monday at the Ramses Central in downtown Cairo has now been brought under control.

The fire caused partial disruption to some fixed broadband and mobile services due to the failure of some interconnection circuits within the building. Please note that services have been restored after transferring all operations to alternative exchanges. Meanwhile, the company's emergency teams are working around the clock to gradually restore services in the affected areas, in accordance with the pre-established Crisis Management Committee plan, to ensure full restoration of service as soon as possible during the day.

Telecom Egypt affirms that it has mobilized all its technical and human resources to ensure the continued provision of services to its customers at the highest possible level of quality and speed, in cooperation with the relevant authorities.

The company is currently assessing the full extent of the damage caused by the fire. It is important to note that all affected assets, including equipment and buildings, are fully covered under comprehensive insurance policies. Coordination is also underway with the relevant authorities to determine the cause of the fire and implement the necessary measures.

Telecom Egypt reiterates its full commitment to transparency and disclosure, and to providing the market with any updates related to this event as soon as they become available. Additionally, it reaffirms its commitment to ensuring business continuity and serving its customers nationwide.

Please accept our highest regards and appreciation,  
Yours sincerely,

Ahmed Zayed  
Director of Investor Relations