

During his visit to Vodafone Intelligent Solutions (VOIS):

Madbouly: The outsourcing industry enjoys continuous attention and support from the state

Hindi: We are working to incentivize companies operating in the outsourcing industry, which will enhance Egypt's position on the global map

By : Islam Tawfik

During his visit to several major international companies operating in the outsourcing industry in Alexandria Governorate, Prime Minister Dr. Mostafa Madbouly and his delegation visited the headquarters of Vodafone Intelligent Solutions (VOIS). The Prime Minister affirmed that the outsourcing industry enjoys continuous attention and support from the state, especially in light of the significant boom witnessed in the communications and information technology sector, and Egypt's advanced infrastructure that supports the outsourcing industry. This contributes to attracting more investments to work in this field, achieving added value for the national economy through increased service exports and foreign currency inflows, as well as providing more job opportunities for young people. Minister of Communications and Information Technology, Raafat Hindi,

indicated that the ministry is working to incentivize companies operating in the outsourcing industry to expand their operations. This will enhance Egypt's position on the global map of this industry as a leading destination for information technology, business process outsourcing (BPO), and other digital services. The Minister pointed out that the BPO industry extends beyond the concept of call centers and customer service, opening up diverse career paths for graduates from various disciplines. This allows for the employment of financial, administrative, technological, and other personnel in fields such as accounting and financial transactions, human resources management, data processing, and business support services.

During his tour of the company, the Prime Minister listened to a presentation by Ms. Amira Nagi, the company's CEO. She explained that VOIS is a British company



founded in 2006 and serves as the global technology and business services arm of the Vodafone Group. It provides its services in 28 countries through a network of 14 service centers worldwide, located in 10 countries, in addition to teams in several European

countries. The company employs 35,000 people globally. She pointed out that the company's operations in Egypt constitute its second largest globally, operating through two centers in the Cairo and Alexandria governorates. The company employs 9,500

people in Egypt, representing approximately one-third of its total global workforce. Around 1,100 employees work at the company's headquarters in Alexandria. She noted that a memorandum of understanding was signed in November 2025, aiming to add 1,500 new jobs to the company in Egypt.

She also explained that the value of services exported by VOIS Egypt reached approximately €200 million during the current fiscal year, indicating that service exports represent 95% of the company's total revenue in Egypt. Mr. Tony Sami, Head of External and International Affairs at VOIS Egypt, pointed out that the company's activities reflect the importance of diverse skills and languages in the outsourcing industry. The teams provide services in seven different languages, including English, German, Italian, and Spanish, which supports the company's ability to serve multiple markets

from its base in Egypt.

During his tour of the company, the Prime Minister inspected the area dedicated to services offered to several European countries. He listened to success stories from young Egyptians working at the company, who explained that the work system is based on two tracks: the first focuses on a qualitative transformation in service delivery, and the second on creating added value for customers. One young person presented the first track, explaining that it aims to provide services through innovative solutions in the field of artificial intelligence. Another young person presented the second track, noting that it focuses on integrating artificial intelligence solutions and digital transformation into the services offered. During the visit, the Prime Minister also engaged in a friendly conversation with a group of young people at the company to learn about their work, experiences, and educational qualifications.

Minister of Communications Discusses Strengthening Cooperation in Digital Transformation, Infrastructure, and AI with His Iraqi Counterpart

By: Bakinam Khaled

Engineer Raafat Hindi, Minister of Communications and Information Technology, received Mustafa Jabbar Sand, Minister of Communications of the Republic of Iraq, and his accompanying delegation. The meeting addressed ways to enhance joint cooperation in the fields of communications and information technology, and the exchange of expertise to support digital transformation efforts, utilize technology for development, and build a digital economy in both countries. The meeting was attended by Mr. Ahmed Khafagy, the Egyptian Ambassador to Baghdad, and Dr. Qahtan Al-Janabi, the Iraqi Ambassador to Cairo and Permanent Representative to the League of Arab States. The meeting also discussed mechanisms for activating the memorandum of understanding signed between the two ministries, which covers areas such as digital infrastructure, digital transformation, digital capacity building, digital services, innovation and entrepreneurship, cybersecurity, investment in communications and information technology, and satellite services. During the meeting, Minister of Communications and Information Technology, Raafat Hindi, affirmed that the meeting reflects the growing momentum in Egyptian-Iraqi relations.



He noted Egypt's keenness to continue strengthening cooperation with Iraq in the field of communications and information technology, expanding areas of partnership and exchanging expertise, thus paving the way for the implementation of joint projects and initiatives in areas of mutual interest that serve the interests of both countries and support their development goals. Minister Hindi pointed out that Egypt possesses extensive experience in developing communications infrastructure, digital transformation, and expanding digital services. He highlighted the implementation of a project to extend fiber optic cables in villages covered by the presidential initiative "Decent Life," which targets approximately 60 million citizens. The aim is to provide high-speed internet services and enable citizens in these villages to access digital services. He added that the first phase of the

project will be completed this year. He further explained that there are promising prospects for enhancing cooperation and exchanging expertise between the two countries in several fields, including digital infrastructure, data centers, and artificial intelligence. For his part, Mr. Mustafa Jabbar Sand, Minister of Communications of the Republic of Iraq, emphasized the importance of activating the Memorandum of Understanding and maximizing the benefits from the areas it covers. He expressed his aspiration to benefit from Egyptian expertise in digital transformation, providing digital solutions for various sectors, laying fiber optic cables, managing and operating data centers, and developing the legislative and regulatory frameworks for the telecommunications sector, particularly given the growing interest in digital sovereignty issues.

Egypt Launches Biometric Verification, e-Signature System for Digital Services

By : Wael Elgafry

The Ministry of Communications and Information Technology (MCIT), in cooperation with the Ministry of Interior, has established the regulatory framework, infrastructure, and integration platform needed to enable biometric verification and e-signature services across national systems and applications that require digital identity verification, helping safeguard personal data and making it easier for citizens to access digital services.

As part of this effort, the National Telecom Regulatory Authority (NTRA), working with the Information Technology Industry Development Agency (ITIDA), digital solutions provider CyShield, and licensed e-signature companies, has built a secure technical infrastructure. It allows licensed telecom operators to offer identity verification and e-signature services directly through their smartphone applications, without requiring users to visit a branch.

Built to the highest standards of information security, data protection, and privacy, the system incorporates safeguards that secure the verification process while keeping services simple and accessible.

The system is launching as a pilot, with mobile network operators rolling it out to users progressively as their technical readiness allows, paving the way for a gradual expansion of the services and transactions it supports.

The launch reflects the government's broader efforts toward digital transformation and digital sovereignty. Together with the integration platform MCIT introduced in coordination with the Civil Status Sector at the Ministry of Interior, the new system forms a foundational pillar of Egypt's digital identity ecosystem, extending the use of electronic and biometric verification across government services and strengthening the efficiency and security of citizens' online transactions.

Developed entirely by Egyptian hands and expertise, the system also reflects the government's commitment to developing and owning its core digital infrastructure, and laying the groundwork for these solutions to be applied more broadly across digital services in the future.

Head of NTRA: "700,000 Lines Registered in Other People's Names, 25,000 Complaints Received... New Frequencies to Be Activated in Early 2027"

By: Mohamed Essam

Engineer Mohamed Shamroukh, CEO of the National Telecommunications Regulatory Authority (NTRA), revealed new developments in the electronic biometric verification system (digital identity), explaining that the number of complaints submitted recently ranged between 23,000 and 25,000. During a press conference following the announcement of the implementation of biometric verification across the four mobile network operators, the NTRA CEO stated that the number of mobile lines registered in other people's names, which are being processed within the digital identity system, is approaching 700,000. The NTRA head clarified that lines registered in other people's names, and linked to electronic wallets, are subject to ownership transfer procedures, noting that the electronic wallet associated with the line is deactivated during the ownership transfer process. Shamroukh indicated that the next phase will include adding more advanced levels of user identity verification when providing certain services, particularly financial transactions, through the use of facial recognition technology.



These procedures will be implemented gradually. He noted that the agency launched the My NTRA application in 2021 to enable citizens to inquire about mobile phone lines registered in their names, but the service initially saw limited adoption. Shamroukh added that usage rates witnessed a significant increase with the launch of the digital identity system, reaching approximately 14 million users within three days, compared to between 7 and 10 million users in previous phases. Shamroukh also confirmed that the digital identity system is now available through the mobile operators' applications, allowing customers to complete verification procedures and benefit from a number of remote communication

services without needing to visit branches. He explained that the customer journey begins with the mobile operator's application, where the phone's camera is activated for identity verification. A set of electronic systems then handles the data verification process in coordination with the Ministry of Interior. He pointed out that this process relies on the integration of 12 entities and electronic systems that operate and communicate with each other in real time, while the procedures are carried out in the background without the customer perceiving their complexity. Shamroukh revealed a slowdown in investments in the telecommunications sector during the past period, attributing this to economic conditions, especially since about 80% of investment spending in the sector is linked to foreign currency. He confirmed that the regulatory body has strengthened oversight of mobile service quality in conjunction with the new licenses and the allocation of additional frequencies to companies, as the number of areas where service quality is measured has increased from about 100 to nearly 1,000.

Telecom Egypt and Ain Shams University: Cooperation Protocol to Implement "WE SmartED" Solution Powered by "Digital SmartED" Platform

By: Bakinam Khaled

In a move to enhance digital transformation in the education sector, Telecom Egypt signed a joint cooperation protocol with Ain Shams University at the historic Zaafran Palace. The protocol aims to implement and operate the WE SmartED solution, based on artificial intelligence technologies and designed to support the educational process. The solution is powered by Telecom Egypt's "Digital SmartED" platform. In its first phase, the project targets approximately 10,000 students and faculty members at the university during the current academic year.

The protocol was signed by Eng. Tamer El Mahdy, Managing Director and CEO of Telecom Egypt, and Professor Dr. Mohamed Diaa Zein El Abdeen, President of Ain Shams University. The system will

be implemented and operated within Ain Shams University as a pilot program for one academic year. This project aims to support the educational process and digital transformation, develop a more integrated and efficient digital learning system, and enhance the use of the latest technological solutions to support education. This will be achieved by providing participating students and faculty with a diverse range of tools. The smart technology contributes to bridging the learning gap and supporting academic achievement, enhancing student engagement and increasing faculty productivity. Student interactions are analyzed and evaluated, performance is monitored, areas for improvement are identified, and operational quality is ensured through specialized technical and operational teams.

Engineer Tamer El Mahdy, Managing Director and



CEO of Telecom Egypt, stated: "This partnership with Ain Shams University aligns with Telecom Egypt's new strategic direction, which aims to maximize the added value of the company's assets and technological capabilities, and accelerate its transformation from a traditional telecommunications company to an integrated provider of digital solutions and advanced technological infrastructure.

This partnership reflects our belief in the pivotal role of technology and digital transformation in developing the education system and improving the

learning experience for students and faculty members. Therefore, in collaboration with Ain Shams University, we are launching the WE SmartED solution, powered by Telecom Egypt's Digital SmartED platform, which will benefit approximately 10,000 students and faculty members in its first phase."

This initiative aims to build a digital learning environment. The solution aims to build a more efficient and integrated digital learning environment by employing the latest technologies and digital solutions to support the educational process, enhance interaction, and improve access to educational services and content, thus contributing to a more advanced and sustainable learning experience.

Dr. Mohamed Diaa Zein El Abdeen, President of Ain Shams University, stated: "We are pleased to collaborate with Telecom Egypt, a leader in

communications and information technology, to implement this smart system at Ain Shams University as a pilot project that will contribute to raising the quality of the educational process. This AI-based platform allows us to monitor and develop teaching tools and analyze student interactions to support their academic achievement, in line with the university's vision of providing world-class university education based on the latest digital solutions." The project focuses on providing comprehensive technical and operational support to ensure efficient use, and its first phase targets a number of selected colleges and courses. The initiative is expected to contribute to raising the efficiency of educational outcomes, enhancing academic interaction, and providing a model to be emulated for employing artificial intelligence in Egyptian educational institutions.

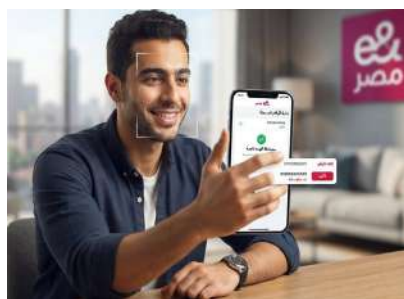
With Facial Recognition: e& Egypt Becomes the First Operator in Egypt to Allow Customers to View and Cancel Unwanted Numbers Electronically

By: Wael Magdy

In a new step to enhance customer protection and facilitate access to digital services, e& Egypt announced the launch of a new electronic service that allows customers to view all mobile numbers registered in their names and request the cancellation of unwanted numbers without needing to visit a company branch. This is achieved through electronic identity verification using facial recognition technology.

e& Egypt is the first mobile operator in the Egyptian market to offer this service using this digital mechanism. This reflects the company's commitment to improving the customer experience and providing easier and more secure solutions, in addition to supporting the efforts of the state and the National Telecommunications Regulatory Authority in strengthening governance and auditing of mobile phone line data registered in citizens' names.

The service relies on electronic verification of the customer's identity through facial recognition technology to allow for the execution of requests to cancel unwanted numbers. This provides an additional layer



of security and maintains the confidentiality of customer data. The service also allows users to access all numbers registered in their name with the company. The launch of this service comes as part of E&E Egypt's digital transformation strategy and its commitment to leveraging the latest technologies to enhance customer services. This allows customers to complete transactions faster and more efficiently, while maintaining the highest standards of data protection and information security.

Eng. Hossam El-Maawady, CEO of the Corporate Sector at e& Egypt, stated:

"At e& Egypt, we continue to invest in technology to provide our customers with easier and more secure services. Launching this service, which allows customers to identify and electronically cancel unwanted numbers registered in their name using facial recognition technology, represents a new step in the company's digital transformation journey. It reflects our commitment to enhancing customer protection and data security, giving them greater control and transparency over their telecommunications services without the need to visit branches. We believe that employing digital identity verification technologies not only simplifies procedures but is also a fundamental element in building a more secure and reliable digital services ecosystem in Egypt."

The company emphasized that the service empowers customers with greater control over the numbers registered in their names and enables them to electronically request the cancellation of any unwanted number, in accordance with established procedures. This enhances transparency and trust in telecommunications services.

Egypt Participates in ITU Council Extraordinary Session 2026

By : Sarah Nourledeen

Egypt participated in the Extraordinary Session of the International Telecommunication Union (ITU) Council 2026, held on August 25 in Geneva, Switzerland.

The session brought together representatives of ITU Council Member States, Observer Member States, regional telecommunication organizations, and the nine Sector Members nominated to Council-26 (C26).

Discussions centered on preparations and arrangements for hosting the ITU Plenipotentiary Conference (PP-26) in Doha in November 2026. ITU is the United Nations' leading agency for ICT policy, standardization, and regulation. The Union brings together 193 member states, ICT regulators, academic institutions, and some 700 private sector companies, supported by 12 regional and area offices worldwide.

Egypt has been an active ITU member since the organization's establishment, and a member of the ITU Council since the Council's inception in 1973. The country is also the only Member State chairing study groups across ITU-R, ITU-T, and ITU-D, as well as the General Secretariat, reflecting the depth of its institutional expertise and the international community's confidence in its leadership.

Orange Egypt Launches eKYC Services for Individuals and enterprise segments

By : Rasha Hagag

For the First Time in Egypt, Businesses and enterprise customers Can Digitally Activate Mobile Lines After Verifying the Actual User's Identity Through Facial Recognition solution. In a move that reinforces Orange Egypt's leadership in enhancing the customer experience and expanding its digital services portfolio, the company has announced the successful launch of



its new electronic Know Your Customer (eKYC) solution and services, offering an integrated suite of digital identity verification and mobile-line full digital acquisition and management experience for both individuals and businesses.

The new eKYC service enables customers to complete mobile-line procedures entirely digitally, without the need to visit Orange store. The digital journey covers the purchase and activation of new mobile lines for individuals, the activation of new

lines for business customers following verification of the actual user's identity, as well as the ability to view mobile numbers registered under a customer's name and request the deactivation of unwanted lines.

The new eKYC ecosystem reflects Orange Egypt's commitment to comply with the regulatory developments in the telecommunications sector, while supporting the efforts of the National

Telecom Regulatory Authority (NTRA) and the Egyptian government to strengthen mobile-line governance, verify the identities of actual users, and expand digital services that combine convenience, efficiency, security, green based and customer data protection. A key highlight of the launch is the digital activation of business mobile lines, making Orange Egypt the first in Egypt to enable businesses to complete this process electronically after verifying the identity of the actual user of each line.

