Orange Egypt Additional details

**GO Internet Packages – More Details**

**Special Offers**

* **20% extra quota** every time you renew GO through Orange Cash.
* **30 minutes to Orange numbers** every time you subscribe or renew GO starting from **GO 20**.

**New GO Features (First Time in Egypt)**

* **GO Bonus**: Get free units every time you renew or subscribe to GO packages.
* **GO Units**: Convert megabytes into units and make calls from your internet package.
* **GO Share**: Send megabytes to any Orange dial.

**How to Subscribe to New Features**

* **GO Bonus** → Dial #225# or use *My Orange* application.
* **GO Units** → Dial #226# or use *My Orange* application.

**MBs to Units Conversion**

| **MBs** | **Units (to all networks)** |
| --- | --- |
| 50 | 20 |
| 150 | 60 |
| 500 | 200 |

* **GO Share** → Dial #227# or use *My Orange* application.

**MBs Sharing Fees**

| **MBs** | **Service Fees (EGP)** |
| --- | --- |
| 50 | 0.75 |
| 250 | 3.5 |
| 500 | 6.5 |

**Important Notes**

* Unused megabytes will be carried over to the next month if you renew your package on time.
* GO package validity:
  + **1 month** → Postpaid customers
  + **4 weeks** → Prepaid customers

**If You Consume Your MBs Before Renewal**  
You can renew your package before its renewal date through:

* Dial **#222#**
* *My Orange* application
* [orange.eg/myinternet](http://orange.eg/myinternet) (Best accessed from mobile)
* Orange website

Or add one of the below **extension packages** (Prepaid & Control customers):

| **Extension Package** | **Price (EGP)** |
| --- | --- |
| 500 MBs | 13 |
| 1,100 MBs | 25 |
| 1,250 MBs | 32 |
| 2,200 MBs | 45 |
| 3,250 MBs | 65 |
| 4,750 MBs | 85 |
| 6,000 MBs | 105 |
| 9,000 MBs | 130 |
| 12,000 MBs | 195 |
| 20,000 MBs | 325 |
| 40,000 MBs | 520 |

**Additional Option for Prepaid Customers**

* You can change the package validity to **1 month** (instead of 4 weeks).
* **Note**: You will lose the option of carrying over unused MBs.
* To activate → Dial **#137#**.

**GO By Hour – Package Details**

**General Information**

* Hours from package are **continuous** (once package is added, the hour will start and expire as per validity).
* Package is a **one-time package** and **non-renewable**.
* Make sure to **close background activity** to enjoy the maximum from your package.
* **GO By Hour** will have first consumption priority. After expiry, usage will be charged according to your main rate plan.
* **Capping:** 500 MBs per hour.

**Included Applications & Websites**

* **Social & Maps:**  
  TikTok, Instagram, Snapchat, Twitter, Facebook, WhatsApp, Google Maps, Uber, SWVL
* **Video & Music:**  
  YouTube, TOD, Shahid, Netflix, Orange TV, SoundCloud, Spotify
* **All Apps Package:**  
  Includes **all websites & protocols**.

**GO By Hour – Video & Music**

| **Package** | **Price (EGP)** | **Quota** |
| --- | --- | --- |
| Video & Music | 4.5 | 125 Minutes |

**GO Video – Package Details**

**General Information**

* GO Video offers **dedicated quota** on:  
  YouTube, TikTok, Shahid, Orange TV, Netflix, BeIN CONNECT, WATCH IT
* If the package is consumed, you will be charged as per your tariff or can renew another **GO Video Max package**.
* You can **renew several GO Video Max packages** at the same time.
* Package is **renewed every 28 days**.

**How to Subscribe or Renew**

* Call **#222\*24#**
* Use *My Orange* application
* Visit the **Orange website**

**GO Social – Package Details**

**General Information**

* GO Social offers **100 MBs** on:  
  Facebook, WhatsApp, Instagram, Twitter, and Snapchat – for only **EGP 1**.
* Package can only be used on the above applications.
* If the package is consumed, you will be charged as per your tariff or purchase another **GO Social package**.
* You can **purchase several GO Social packages** at the same time.
* Package is **valid for 24 hours**.

**How to Subscribe or Renew**

* Call **USSD code**
* Use *My Orange* application
* Visit the **Orange website**

**GO @ Home – Package Details**

**General Information**

* GO @ Home offers a **dedicated quota** on education & work sites.
* If the package is consumed, you will be charged as per your tariff or can renew another **GO @ Home package**.
* You can **renew several GO @ Home packages** at the same time.
* Package is renewed:
  + **28 days** for prepaid customers
  + **30 days** for postpaid customers
* [Click here](https://www.orange.eg/en/services/educational-sites) to view the included sites.

**How to Subscribe or Renew**

* Call **USSD code**
* Use *My Orange* application
* Visit the **Orange website**

**GO Amazon – Package Details**

**General Information**

* GO Amazon offers **dedicated quota** on:
  + Amazon Prime Video
  + Amazon Marketplace
  + Amazon Music
  + Amazon Games
* If the package is consumed, you will be charged as per your tariff or can renew another **GO Amazon package**.
* You can **renew GO Amazon packages at any time**.
* Package is renewed:
  + **28 days** for prepaid customers
  + **30 days** for postpaid customers

**How to Subscribe or Renew**

* Call:
  + **#222\*63#** → GO Amazon Monthly
  + **#222\*64#** → GO Amazon Plus
* Use *My Orange* application
* Visit the **Orange website**

**GO Play – Package Details**

**General Information**

* To subscribe:
  + Call **#32#**
  + Use *My Orange* application
  + Log in to *My Account* on the **Orange website**
* Mobile games that use internet will consume directly from **GO Play packages**, so you can enjoy playing anytime & anywhere.
* **GO Play** gives you access to:
  + Orange Play tournaments
  + Gaming store
  + Leadership ranking
  + More features via [gooorangeplay.com](http://gooorangeplay.com)
* If the package is consumed, you will be charged as per your tariff or can renew another **GO Play package**.
* You can **renew GO Play packages anytime**.
* **Note**: Downloading the games from the Store will be charged as per your tariff (not from GO Play).

**Mobile Games Covered by GO Play**

* **Popular Games:**
  + PUBG
  + FIFA Soccer
  + Lords Mobile: Battle of the Empires
  + Clash of Kings: Wonder Falls
  + Clash of Clans
  + Clash Royale
  + Legacy of Discord – Furious Wings
  + Mobile Legends: Bang Bang
  + MARVEL Future Fight
  + ROBLOX
  + MARVEL Contest of Champions
  + Candy Crush Saga
  + Fortnite
  + Uno
  + Friends
* **Gameloft Games:**
  + Asphalt 9
  + Real Football
  + Gangstar Vegas
  + Asphalt 8
  + Asphalt Nitro
  + Modern Combat 5
  + Despicable Me 2
  + NOVA Legacy
  + Dragon Mania Legends
  + *(More games will follow)*

**Special Benefit**

* Customers will receive an **annual Gameloft voucher** for **Asphalt 9** (valid for GO Play Week or GO Play Month bundles).

**GO TikTok – Package Details**

**General Information**

* GO TikTok offers **450 MBs** on TikTok for only **EGP 5**.
* If the package is consumed, you will be charged as per your tariff or can renew another **GO TikTok package**.
* You can **renew several GO TikTok packages** at the same time.
* Package is renewed:
  + **28 days** for prepaid customers
  + **30 days** for postpaid customers

**How to Subscribe or Renew**

* Dial **#222\*55#**
* Use *My Orange* application
* Visit the **Orange website**

**Terms and Conditions – Home DSL**

1. **Service Continuity**
   * The service does not stop after consuming the inclusive GBs.
   * Speed drops to **256 kbps** for all packages once quota is consumed.
2. **Pricing & Taxes**
   * All prices are subject to **14% VAT**.
3. **Speed & Line Capability**
   * Internet speed depends on the capability of your telephone line.
4. **Account Management**
   * Customers can manage their accounts and monitor consumption through the **Orange Website**.
5. **Unlimited Internet Policy**
   * Customers can continue using the internet at a throttled speed (256 kbps) after consuming the package quota.
6. **Offer Validity**
   * The unlimited offer is available for a **limited time**.
   * **Home Internet 210** and **Home Internet 1760** packages are **not included** in the double offer.
7. **Extra Quota Bundles**
   * Customers can recharge extra quota and continue using the package at main speed.
   * Validity of extra quota bundles is **30 days** from the subscription date.

**Extra Quota Options:**

| **Extra Quota** | **Price (EGP)** |
| --- | --- |
| 20 GB | 52 |
| 60 GB | 110 |
| 100 GB | 170 |
| 150 GB | 260 |
| 400 GB | 420 |

1. **Free Access**
   * Customers enjoy free access to **educational & governmental websites** (terms & conditions apply).
   * [Click here](https://www.orange.eg/en/services/educational-sites) to know the included websites.
2. **Subscription Channels**  
   Customers can subscribe to Orange DSL through:
   * Orange Website
   * My Orange application
   * Orange Shops
   * Call **16333**
   * Authorized Resellers
3. **Routers**

* Routers are available for **new and existing customers**.
* Monthly installment option available (**EGP 50/month** for new customers).

**Available Router Types:**

| **Feature** | **Home VDSL+ “ZTE H188A”** | **Home DSL Standard VDSL Router** |
| --- | --- | --- |
| **Speed** | Up to **200 Mbps** | Up to **100 Mbps** |
| **Wi-Fi Bands** | Dual Band (2.4 GHz & 5 GHz) with MIMO technology | Single Band (2.4 GHz) |
| **Interfaces** | - 1 RJ-11 VDSL2/ADSL2+ port  - 1 10/100/1000 Mbps RJ-45 WAN/LAN port  - 3 10/100/1000 Mbps RJ-45 LAN ports  - 1 USB 2.0 port | - 1 RJ-11 VDSL2/ADSL2+ port  - 4 10/100 Mbps RJ-45 LAN ports  - 1 USB 2.0 port |
| **Wi-Fi Standards** | - IEEE 802.11a/n/ac (5 GHz, 2x2)  - IEEE 802.11b/g/n (2.4 GHz, 2x2)  - WEP/WPA/WPA2 Security  - Up to 4 SSIDs per band | - IEEE 802.11b/g/n (2.4 GHz)  - WEP/WPA/WPA2 Security  - Up to 4 SSIDs |
| **Cash Price** | **EGP 1,710** | **EGP 700** |
| **Monthly Fees** | **EGP 50** | **EGP 50** |

**Terms and Conditions – Home Wireless 5G**

**1. Offers & Promotions**

* **Existing Customers**: Get **50% extra internet** when you renew or upgrade your Home Wireless package.
* **New Customers**: Get **50% extra quota** when you subscribe to a Home Wireless 5G router starting from the **140 GB package and above**.
* **Router Discount**: Get the new **Home Wireless 5G Router** for **EGP 2,499 instead of EGP 5,499** when:
  + You buy a Home Wireless 5G line with package **140 GB and above**, or
  + You buy a **PREMIER line** bundled with Home Wireless **40 GB and above**.
* **Exclusive Offers**:
  + **1000 GB Home Wireless 5G package** valid for the whole year.
  + **Home Wireless 5G package free** for PREMIER customers.

**2. Service Features**

* The **5G/4G router** activates immediately without installation – no landline required.
* Enjoy **high speeds up to 3.6 Gbps/500 Mbps** with the 5G router.
* **Second Location Feature**: Use your Home Wireless service in **two different locations** for a one-time fee of **EGP 40**.
* **Relocation**: Reset your service location via:
  + My Orange App (while connected to Home Wireless),
  + Call **110**, or
  + Visit the nearest Orange shop.
* After quota consumption, the service will **stop until renewal**. You may renew early (Prepaid only) or add extensions.

**3. Extensions (Add-ons)**

| **Inclusive GBs** | **Price (EGP)** | **Validity** |
| --- | --- | --- |
| 5 GB | 45 | 30 days |
| 12 GB | 100 | 30 days |
| 30 GB | 165 | 30 days |

* Extensions can be **one-time** or **monthly auto-renewed**.
* To monitor consumption/manage packages, use **My Orange App** or [Orange Website](https://www.orange.eg).

**4. PREMIER Customer Benefits**

* **Exclusive discounts** on Home Wireless packages:

| **PREMIER Package** | **Free Package / Monthly Discount** |
| --- | --- |
| PREMIER 400 | EGP 125 / Month |
| PREMIER 550 | EGP 250 / Month |
| PREMIER 750 | EGP 250 / Month |
| PREMIER 1050 | EGP 350 / Month |
| PREMIER 1500 | EGP 350 / Month |

**5. Routers**

| **Router Type** | **Speed** | **Users** | **Coverage** | **Price** | **Installment** |
| --- | --- | --- | --- | --- | --- |
| **Home Wireless 5G Router** | 5G NR up to 3.6 Gbps/500 Mbps | Up to 128 users | – | **EGP 2,499** (instead of EGP 5,499) | Up to 24 months, 0% interest (Premier or Bank Cards) |
| **Home Wireless Router** | Up to 100 Mbps (coverage dependent) | Up to 32 users | Wi-Fi up to 100 m² | **EGP 1,700** | Up to 24 months, 0% interest |
| **Home Wireless High Speed Router** | Up to 400 Mbps (coverage dependent) | Up to 64 users | Strong indoor Wi-Fi up to 200 m² | **EGP 1,250** (after 50% discount, limited time) | Up to 24 months, 0% interest |

**6. Frequently Asked Questions (FAQ)**

**Q: What will 5G provide me?**  
A: Faster speeds, lower latency, smoother gaming (VR), better streaming, and smart home compatibility.

**Q: What is 5G?**  
A: The fifth generation of mobile network, providing faster speeds, lower latency, and more reliable connections than 4G.

**Q: Do Home Wireless packages work on 5G?**  
A: Yes, they work on both **5G and 4G**.

**Q: What’s the benefit of the 5G router?**  
A: Faster downloads, no buffering, and smooth ultra-HD video streaming compared to older routers.

**Q: How can I subscribe to Home Internet without a landline?**  
A: Call **16333** or visit the nearest Orange shop.

**Q: Do the packages renew automatically?**  
A: Yes, all Home Wireless packages **auto-renew every 30 days**. Prepaid users can early renew.

**Q: Can I reset my device location if I move?**  
A: Yes, via **My Orange App**, by calling **110**, or visiting an Orange shop.

**Q: What if my home network is weak?**  
A: Place the router at the strongest signal point in your home for reliable coverage.

**7. Customer Support**

* Call **110** from any Orange line.
* Call **16110** from any mobile/landline.
* Visit the nearest Orange shop.

Tariff plans:

**PREMIER 400**

Monthly fees: EGP 400

* Mobile Internet: 13 GB
* Minutes to any network: 2,500
* Features:
  + Family Line
  + EGP 120 Home DSL Discount
  + EGP 125 Home Wireless Discount
  + 1 GB Weekly Data Roaming Buckets (2X/Year)
  + Installment Program Up to EGP 15,000
* Subscriptions: Migrate, Buy now

**PREMIER 550**

Monthly fees: EGP 550

* Mobile Internet: 16 GB
* Minutes to any network: 3,500
* Features:
  + Family Lines
  + EGP 210 Home DSL Discount
  + EGP 250 Home Wireless Discount
  + 1.5 GB Weekly Data Roaming Buckets (2X/Year)
  + 15 minutes International minutes
  + Installment Program Up to EGP 20,000
* Subscriptions: Migrate, Buy now

**PREMIER 750**

Monthly fees: EGP 750

* Mobile Internet: 25 GB
* Minutes to any network: 5,000
* Features:
  + Family Lines
  + EGP 210 Home DSL Discount
  + EGP 250 Home Wireless Discount
  + 10 GB Weekly Data Roaming Buckets (1X/Year)
  + 30 minutes International minutes
  + Installment Program: Up to EGP 30,000
* Subscriptions: Migrate, Buy now

**PREMIER 1050**

Monthly fees: EGP 1050

* Mobile Internet: 40 GB
* Minutes to any network: 7,000
* Family Lines: 4
* Features:
  + EGP 210 Home DSL Discount
  + EGP 350 Home Wireless Discount
  + 10 GB Weekly Data Roaming Buckets (2X/ Year)
  + 45 minutes International minutes
  + Installment Program Up to EGP 40,000
* Subscriptions: TCD, Prime, CCXX/BSU, Migrate, Buy now

**PREMIER 1500**

Monthly fees: EGP 1500

* Mobile Internet: 70 GB
* Minutes to any network: 10,000
* Family Lines: 5
* Features:
  + EGP 250 Home DSL Discount
  + EGP 350 Home Wireless Discount
  + 10 GB Weekly Data Roaming Buckets (3X/ Year)
  + 30 Roaming Outgoing minutes
  + 30 Roaming Receiving minutes
  + 60 minutes International minutes
  + Installment Program Up to EGP 60,000
* Subscriptions: TCD, Prime, CCXX/BSU, Migrate, Buy now

**FREEmax Promotion: Save Up and Live FREE!**

Renew or migrate to a FREEmax plan and save up to 3,000 EGP every year! Enjoy a wide range of benefits designed to give you more value, including:

* **CashBack** directly to your wallet.
* Exclusive **coupons** for use at Kazyon Market.
* Premium **subscriptions** to Spotify Premium and Amazon Prime.
* Unlimited access to **Facebook and WhatsApp** all month long.

This is all available when you renew your FREEmax bundle!

**Key FREEmax Benefits:**

* **20% Additional Data:** Get an extra 20% in mobile internet MBs on your recharge.
* **Multiplies Your Recharge:** Your top-up value goes further with special multiplying offers.
* **30% More Orange Cash Units:** Earn 30% more units on your Orange Cash transactions.
* **500 Bonus Units:** Receive a one-time bonus of 500 units.
* **Exclusive Subscriptions:** Gain access to unique content and service subscriptions.

All of this and more awaits with FREEmax!

**FREEmax Plans Overview**

All FREEmax plans include a monthly credit balance as the fee, provide a total number of units (which encompass Facebook/WhatsApp data and minutes to Orange), and offer entertainment subscriptions. Kazyon discounts are applied upon bundle renewal.

**Plan: FREEmax 40**

* **Monthly Fee:** EGP 40 credit balance
* **Total Units:** 1,575 Units
* **Includes:**
  + 300 MBs for Facebook
  + 50 MBs for WhatsApp
  + 25 Minutes to Orange network

**Plan: FREEmax 45**

* **Monthly Fee:** EGP 45 credit balance
* **Total Units:** 1,775 Units
* **Includes:**
  + 300 MBs for Facebook
  + 50 MBs for WhatsApp
  + 25 Minutes to Orange network
  + Group Minutes: 300 minutes for 1 member

**Plan: FREEmax 65**

* **Monthly Fee:** EGP 65 credit balance
* **Total Units:** 3,000 Units
* **Includes:**
  + 600 MBs for Facebook
  + 100 MBs for WhatsApp
  + 50 Minutes to Orange network
  + Group Minutes: 300 minutes for 1 member
* **Additional Benefit:** Discount on all products at Kazyon upon renewal.

**Plan: FREEmax 90**

* **Monthly Fee:** EGP 90 credit balance
* **Total Units:** 4,450 Units
* **Includes:**
  + 1,000 MBs for Facebook
  + 100 MBs for WhatsApp
  + 50 Minutes to Orange network
  + Group Minutes: 300 minutes for 1 member
* **Additional Benefit:** Discount on all products at Kazyon upon renewal.

**Plan: FREEmax 130**

* **Monthly Fee:** EGP 130 credit balance
* **Total Units:** 7,825 Units
* **Includes:**
  + 1,500 MBs for Facebook
  + 100 MBs for WhatsApp
  + 225 Minutes to Orange network
  + Group Minutes: 450 minutes for 2 members
* **Additional Benefit:** Discount on all products at Kazyon upon renewal.

**Plan: FREEmax 195**

* **Monthly Fee:** EGP 195 credit balance
* **Total Units:** 13,050 Units
* **Includes:**
  + 3,000 MBs for Facebook
  + 100 MBs for WhatsApp
  + 350 Minutes to Orange network
  + Group Minutes: 600 minutes for 3 members
* **Additional Benefit:** Discount on all products at Kazyon upon renewal.

**Plan: FREEmax 260**

* **Monthly Fee:** EGP 260 credit balance
* **Total Units:** 20,050 Units
* **Includes:**
  + 5,000 MBs for Facebook
  + 200 MBs for WhatsApp
  + 850 Minutes to Orange network
  + Group Minutes: 600 minutes for 3 members
* **Additional Benefit:** Discount on all products at Kazyon upon renewal.
* Kart El Kebir
* **Discover Kart El Kebir Recharge Bundles and choose the bundle that suits you best! You can choose your bundle in units or Megabytes with a variety of validity options ranging from a day to a month. Recharge your bundle directly through Recharge Scratch Cards, Topup, or simply through My Orange & Orange Cash.**

**Available Data & Units Cards**

**Card: 13 ECD**

* **Price:** 13 ECD
* **Validity:** 2 Days
* **Offer:** 300 Units **OR** 300 MBs

**Card: 16.5 ECD**

* **Price:** 16.5 ECD
* **Validity:** 6 Days
* **Offer:** 425 Units **OR** 425 MBs

**Card: 19.5 ECD**

* **Price:** 19.5 ECD
* **Offer:** 550 Units **OR** 550 MBs

**Card: 26 ESP**

* **Price:** 26 ESP
* **Validity:** 10 Days
* **Offer:** 750 Units **OR** 750 MBs

**Card: 45 ESP**

* **Price:** 45 ESP
* **Validity:** 28 Days
* **Offer:** 900 Units **OR** 900 MBs

**Card: 55 ESP (Option 1)**

* **Price:** 55 ESP
* **Offer:** 1,200 Units **OR** 1,200 MBs

**Card: 55 ESP (Option 2)**

* **Price:** 55 ESP
* **Offer:** 1,400 Units **OR** 1,400 MBs

**Card: 88 ESP**

* **Price:** 88 ESP
* **Offer:** 1,100 Units **OR** 1,100 MBs

**Terms and Conditions – Alo Tariffs**

**1. General Benefits**

* Enjoy **WhatsApp all day** with a fair usage policy of **20 MB per day**.
* Make calls and send SMS at the **lowest flat rate** (minutes, SMS, or MB).
* Call your friends with the lowest price by choosing your **favorite numbers**.

**2. Migration to Alo Tariffs**

You can migrate to Alo tariffs through:

* Dial **#100#** or **#0#**
* Call **400**
* Use **My Orange App** (click here to download)
* Through **My Account** on Orange Website

**3. Favorite Numbers Feature**

* Choose up to **3 favorite Orange numbers** to enjoy the lowest call rates.
* **EGP 1 monthly fee** will be deducted per each favorite number.
* Only **one number** can be modified per month.
* To change a favorite number, a fee of **EGP 1** applies.
* Activate or manage via:
  + **#0#**
  + **400**
  + **My Orange App**

**4. WhatsApp All Day – ALO**

* Get **20 MB fair usage** dedicated to WhatsApp daily.
* Valid until **end of day**.
* Renewal applies the next day with the same benefits.

**5. How to Migrate (Summary)**

* Dial **#100#** or **#0#**
* Call **400**
* Use **My Orange App**
* Log into **My Account**

**Offers and Promotions**

**Payment & Wallet Offers**

* **Orange Cash:** Top up your electricity card and get a 21% discount with Orange Cash.
* **NFC Electricity Recharge:** Recharge your Electricity Card using NFC technology.
* **Wallet Cash-In:** Cash in your wallet with any bank card for a chance to win 2,000,000 EGP.

**Device & Installment Offers**

* **Samsung Galaxy A36 5G:** Purchase the new Samsung Galaxy A36 5G with installments up to 24 months at 0% interest.
* **OPPO Find N3 Exclusive Launch:** Exclusively from Orange. Buy the OPPO Find N3 and get a gift of 2 Terabytes of 5G Internet, plus other benefits.
* **eWaste Exchange:** Exchange your old electronic devices and accessories for Orange units (up to 8,000 units).
* **Easy Installments:** Orange offers easy installment methods for handsets, accessories, or tablets.
* **Installments with Aman:** Finance your desired mobile through “Aman” for up to 24 months.
* **Online Installment by Credit Cards:** Get a device with installment plans up to 36 months available all over Egypt.

**Internet & Bundle Offers**

* **ZFFER Summer Offer:** A summer package including Internet, Music, and more.
* **PREMIER Home Wireless Discount:** Exclusive discounts on ultra-fast Home Wireless packages without a landline for PREMIER customers.
* **FREEmax Bundle:** Save money with the FREEmax savings bundle.
* **GO Education Package:** A special package for students who received an Education tablet from the Ministry of Education.

**Other Services**

* **Tawseela:** A service to help you stay connected on the road.
* **Online Payment Visa Card:** Pay for services using your online payment Visa Card.

**Contact Us – Orange Egypt**

We are here for you. Reach us through any of the following channels:

**1. By Mail**

**Head Office Address:**  
Nile City Towers, North Tower, 32nd Floor  
2005C Corniche El Nil, Ramlet Boulaq, Cairo, Egypt  
**Postal Code:** 11221

**2. By Phone**

* **Personal Line Customer Service**
  + Dial **110** from your Orange personal line
  + Dial **16110** from any line
  + Dial **+201223202020** (also for roaming customers)
* **General Information & Service Activation**
  + Contact **110** from your Orange personal line
* **Business Customer Service**
  + Dial **250** from your Orange line
  + Dial **16250** from any line
* **Home Internet Customer Service**
  + Dial **16333** from any line

**3. Orange Data (Head Office – Cairo)**

**Address:** 2005C, Corniche El-Nil, Ramlet Boulaq, Cairo, Egypt  
**Postal Code:** 11221

* **Hotline:** 16333
* **Fax:** 0122 320 5860
* **Email:** info@orange.com
* **Website:** [dsl.orange.eg](http://dsl.orange.eg)

**4. By Online Form**

For inquiries or complaints regarding mobile or internet services, please fill in the form available on the **Orange website**.