

## Telecom Egypt FAQs

### Prepaid Mobile

#### Q: Useful Numbers and Costs

Service	Cost	Code
Customer Service	14 pt per call	111
Directory Service	50 pt per call	140
Recharge Balance	Free	555card code#
Balance Inquiry	Free	*550#
Balance Transfer	2% of transferred amount (min. 20 pt)	551recipient number*amount#
Check Remaining Package	Free	*414#
Know Your Number	Free	*688#
Subscribe to Internet Packages	Free	*999#
Daily Internet Package	Free	99901#
Renew Internet Package Anytime	Free	**999*2#
Internet Package 10 LE	Free	99910#
Internet Package 20 LE	Free	99920#
Internet Package 40 LE	Free	99940#
Internet Package 70 LE	Free	99970#
Internet Package 100 LE	Free	999100#
Internet Package 200 LE	Free	999200#

Service	Cost	Code
Subscribe to 1 GB One-Time Package	Free	999101#
Cancel Internet Package	Free	9990#
Subscribe to Super Kix Packages	Free	*707#
Subscribe to Tazbeet Packages	Free	*660#
Subscribe to WE Mix Packages	Free	*100#
Salefny Service (Credit Advance)	50 pt	*504#
Kalemny Service (Call Me SMS)	5 free requests/day	*515#

**Q: What is the price of WE line?**

New line price is 81.23 LE including taxes

**Q: Where can I buy WE lines?**

You can buy WE lines from any of Telecom Egypt stores distributed nationwide. For the nearest store click [here](#)

**Q: What are the required documents to buy a line?**

For Egyptians; a valid national ID

For foreigners; a valid passport

**Q: Is there pre-booking of numbers?**

Currently, there is no pre-booking for numbers.

**Q: What is the cost of transferring ownership?**

Transfer of ownership costs 25 LE

**Q: What are the procedures of transferring ownership?**

For Transfer of ownership, please submit valid IDs for both the old and new line owners at the nearest Telecom Egypt store.

#### Q: What is the Line validity?

Line validity is 105 days starting from activation date, in case of no paid transactions(, in which you'll have:90 days incoming & outgoing calls.5 days incoming calls only.10 days suspension Afterwards line will be totally terminated.

#### Q: Are there any monthly-deducted amounts from my balance?

51 pt. (stamp duty) is deducted monthly from the first charged balance.

#### Q: What are the current mobile tariffs?

There are three plans:One Price PlanControl plansInternet packagesOther tariffs and offers will be announced soon.

#### Q: How can I renew Control packages?

The package renews every 28 days and the unused units will be automatically carried over to the following month to ensure maximum benefit from the package without any additional charges only if renewed before the end of the 28 days.In case you do not have enough credit to renew the package, the units will immediately expire and the cost per minute and megabyte will be 19 pt. until the renewal and the remaining units will not be carried-over to the following month.You can renew the original package at any time before the renewal date. Existing units will be carried-over.

#### Q: Can I change my current Internet package?

Yes, you can change your package at any time by requesting the activation code for the new package.In case you switch to a new package before the renewal date; you can still benefit from the valid remaining megabytes from your old package by calling \*999#

#### Q: When am I notified with the consumption of my internet package?

You will be notified when you consume 50%, 80% and 100% of the package by via SMS

#### Q: How am I charged after the Internet package is 100% consumed?

After consuming 100% of the Internet package; you will be charged at a flat rate based on usage and can choose one of the following optionsBuy 1 extra gigabyteRenew the package again by dialing \* 999 \* 2 #Continue paying at a flat rate based on usageIf there is enough credit, the package will be renewed automatically every 30 days

#### Q: What are the recharging methods?

The customer can recharge the balance by:Scratch cardsOver the air top-up at any of our branchesE-vouchersE-Care my.te.egRecharging through the multiple electronic payment networks (Fawry, Masary and Bee)My WE App

Q: What are the different scratch cards and over the air top-up prices and details?

Card Value	Balance Added
2.5 LE	125 units (valid for 12h)
5 LE	3.5 LE
10 LE	7 LE
15 LE	10.5 LE
25 LE	17.5 LE
30 LE	21 LE
40 LE	28 LE
50 LE	35 LE
60 LE	42 LE
75 LE	52.5 LE
100 LE	70 LE
150 LE	105 LE

**Q: How can I use the extra units and what is their validity?**

- You can use the extra units to make calls or send SMSs to all networks inside Egypt or for landline calls or internet.
- Units are valid for 28 days from charging date (except for the 2.5 LE. and 5 LE. cards) as shown in the table above.

**Usage Details:**

Extra units are used as follows:

- 1 unit = 1 minute or 1 SMS to WE network.
- 1 unit = 1 megabyte when using mobile internet service.
- 5 units = 1 minute or SMS to any other network or landline.

Extra units cannot be carried over.

Extra units cannot be used for renewal or subscription to new services.

What are the extra services and how can I subscribe to them?

Service	Subscription Code
Balance Transfer Service	*323# recipient number*Amount#
Salefny Service	*504#
Kalemny Service	*515*recipient number#
Usage inquiry (for voice and data lines)	*414#

Other services will be added soon.

**Q: Can I transfer balance from a Voice line to a Data line?**

Yes, you can transfer balance from a voice line to a data line.

#### Q: What is (Salefny) service?

This service allows you to borrow 4 EGP if your credit is less than 5 EGP. For more information about Salefny service please [click here](#)

#### Q: What is (Kalemny) service?

The service allows you to send SMS to another number asking him/her to call you. For more information about Kalemny service, please [click here](#)

#### Q: Is there post-call notification service?

Yes, post-call notification service is available after the end of any call deducted from your balance. Please note that this service is not available for any free units.

#### Q: What is the cost of SIM swap service?

SIM Swap costs 5 LE.

#### Q: Can I activate the Hotspot via the network?

Yes, you can\* For iPhone customers, please follow these steps for activation: Settings -> Cellular -> Cellular Data Options -> Cellular Data Network -> PERSONAL HOTSPOT SETTINGS -> APN: Enter Internet.te.eg The Company has the right to change any of the information on the website at any time.

### Postpaid Mobile

#### Q: What is WE Gold

WE Gold is a Monthly Postpaid Portfolio that avails Top-Notch experience beyond limits.

#### Q: Where can I Buy WE Gold Lines

You can reserve a dial from WE official Website ([Click Here](#)) or from any WE Store distributed nationwide. For the nearest store ([Click Here](#))

#### Q: What are the available Rate Plans

Fixed Internet Bundle	WE Gold Plan Upgrade Fee (EGP)	Fixed Internet Upgrade Fee (EGP)
Super 140 GBs	Free	Free
Super 200 GBs	65	65
Super 250 GBs	135	135

Fixed Internet Bundle	WE Gold Plan Upgrade Fee (EGP)	Fixed Internet Upgrade Fee (EGP)
Super 400 GBs	317	182
Super 600 GBs	494	359
Max 1 TB	-	613 (or 790 if upgrading from specific plans)

#### Q: What is WE Gold Line Price

WE Gold line price is EGP 81.23 across all price points

#### Q: What are the available Quota of the ADSL imbedded within WE Gold Bundle?

Each price point has its own fixed internet inclusive bundle You can choose a higher fixed internet bundle and pay the difference with your monthly bill as follows:

#### Q: What are the required documents to buy WE Gold line?

A valid ability to pay document in addition to the following: For Egyptians: a valid national ID. For foreigners: a valid passport.