



Vodafone Egypt Telecommunications - Customer

Vodafone Egypt Telecommunications S.A.E. is the largest mobile network operator in Egypt by active subscribers, offering a comprehensive range of services including mobile voice, data, ADSL, VDSL, and broadband internet. Established in 1998 as Click GSM, the company is now majority-owned by Vodacom Group Limited (55%) and headquartered at Smart Village, 6th of October City, Egypt.

Category: General Services

Q: What services does Vodafone Egypt offer?

A: Vodafone Egypt provides mobile services (voice, SMS, and data), home internet (ADSL, VDSL), fixed voice lines, international calling, Vodafone Cash (mobile wallet), and business solutions including cloud and IoT services.

Q: How can I find the nearest Vodafone store?

A: Use the Vodafone Egypt app or the store locator on the official website to find the nearest branch by entering your location.

Q: Does Vodafone Egypt support English-speaking customers?

A: Yes, English support is available via the hotline, website, and mobile app.

Category: Mobile Services

Q: How can I check my mobile balance?

A: Dial *868# or use the Vodafone app to view your current balance and usage.

Q: How do I transfer credit to another Vodafone number?

A: Dial *868*2*recipient number*amount# and press call.

Q: What prepaid plans are available?

A: Vodafone offers daily, weekly, and monthly packages that include data, voice, and social media bundles. Details are available via the app or by dialing *2000#.

Q: How do I activate a Vodafone SIM card?

A: Insert the SIM into your device and dial *848# or follow the welcome message prompts. National ID verification may be required at a store.

Q: How do I switch from prepaid to postpaid?

A: Visit a Vodafone store with your ID to initiate the process. Eligibility depends on usage history.

Category: Internet Services

Q: What types of home internet does Vodafone offer?

A: Vodafone provides ADSL and VDSL services with speeds up to 100 Mbps, depending on the area's infrastructure.

Q: How do I subscribe to home internet?

A: You can apply via the website, app, or at any Vodafone store. Required documents include your ID and proof of residence.

Q: How do I manage or upgrade my internet plan?

A: Use the Vodafone app or call 2828 to modify your subscription or upgrade based on line capability.

Q: How do I monitor my home internet usage?

A: You can view your data usage and renewal date through the Vodafone app or portal.

Category: Vodafone Cash (Mobile Wallet)

Q: How do I activate Vodafone Cash?

A: Dial *9# and follow the instructions. Visit a Vodafone branch with your ID for full activation.

Q: What services are available with Vodafone Cash?

A: You can send and receive money, pay bills, recharge credit, and shop online using your wallet balance.

Q: Is there a daily limit for transactions?

A: Yes. Daily and monthly transaction limits apply depending on your account verification status.

Category: Technical Support

Q: How do I contact Vodafone customer support?

A: Call 888 from a Vodafone line or 16888 from any other line. You can also use the in-app chat feature.

Q: What should I do if I experience a service outage?

A: Report the issue via the Vodafone app or by calling support. Network teams will investigate and respond.

Q: Can I request technical support for home internet?

A: Yes. Technicians can be scheduled through the hotline or app for installation and troubleshooting.

Category: Billing & Payments

Q: How do I pay my Vodafone bill?

A: Payments can be made via Vodafone Cash, credit/debit cards on the app, through Fawry, Aman, ATMs, or bank services.

Q: Can I get a detailed bill?

A: Yes. Postpaid users can view and download detailed bills from the app or request them at a branch.

Q: What happens if I miss a payment?

A: Service may be suspended temporarily. Reconnection is possible after payment; fees may apply.

Category: Business Solutions

Q: What business services does Vodafone Egypt provide?

A: Services include business internet, IoT connectivity, mobile device management, VPNs, and cloud hosting.

Q: How can businesses contact Vodafone Enterprise support?

A: Call the business hotline or visit the Vodafone Business section on the website for dedicated account management.