

Telecom Egypt - Customer

Egypt Telecom is a comprehensive telecommunications provider in Egypt offering mobile, landline, broadband (ADSL/VDSL/Fiber), IPTV, and enterprise services like cloud hosting and managed networks. It serves both individual and business customers, with multilingual support and advanced digital tools via app, website, and branch access.

Category: General Services

Q: How can I subscribe to an internet package?

A: You can subscribe via the Telecom Egypt app, website, or by visiting a branch. Dialing *888# also provides access to current offers.

Q: What are the core services provided by Telecom Egypt?

A: Telecom Egypt offers mobile services, fixed-line telephony, broadband (ADSL, VDSL, fiber), mobile internet, IPTV, smart home solutions, and enterprise services like cloud hosting and managed networks.

Q: Where can I find Telecom Egypt branches?

A: Use the app or website branch locator by entering your governorate or postal code.

Q: Is English-speaking customer support available?

A: Yes, Telecom Egypt provides multilingual support, including English via hotline, app, or website.

Category: Mobile Services

Q: How do I check my mobile balance?

A: Dial *550# or check via the app.

Q: How can I transfer credit to another number?

A: Dial 585*recipient number*amount# and press call. You'll receive a confirmation SMS.

Q: What prepaid bundles are available?

A: Daily, weekly, and monthly bundles can be viewed via the app or by dialing *999#.

Q: How do I activate a new SIM card?

A: Insert the SIM and dial *888# or follow the SMS instructions. ID verification at a branch may be required.

Q: How do I upgrade from prepaid to postpaid?

A: Visit any branch with your ID or call customer support to begin the process.

Q: What is the number porting process?

A: Visit a branch with your ID and old line. Porting takes 24–48 hours.

Q: Are there student plans?

A: Yes, discounted plans with educational benefits are offered. Proof of enrollment is required.

Category: Internet Services

Q: What is the Fair Usage Policy?

A: After reaching your data limit, your internet speed is reduced unless you purchase additional quota.

Q: How do I reset my router?

A: Hold the reset button for 10 seconds, then wait 2–3 minutes for restart.

Q: What internet plans are available?

A: ADSL, VDSL, and Fiber plans from 30 Mbps to 200 Mbps, priced by speed and quota.

Q: How can I upgrade my internet speed?

A: Log in to the app or call 111. VDSL or fiber availability is required.

Q: What if my internet is slow?

A: Restart your router, disconnect unused devices, and check background downloads. Contact support if unresolved.

Q: How do I monitor data usage?

A: Use the app to check your quota, consumption, and renewal date.

Category: Technical Support

Q: How can I contact support?

A: Call 111 from a landline or 01555000111 from mobile. Chat is also available via app or website.

Q: What to do if there's no internet connection?

A: Restart your router and check cables. If the issue continues, contact support.

Q: How do I report a service outage?

A: Use the “Report Problem” option in the app, call 111, or submit a website ticket.

Q: Can I schedule a technician visit?

A: Yes. Book appointments via the hotline or app.

Q: What is the typical repair time?

A: 24–48 hours, depending on location and issue.

Category: Billing & Payments

Q: How can I pay my bill?

A: Use the website, app, Fawry, ATMs, or call 111.

Q: Can I request a detailed bill?

A: Yes, via website or branch. ID verification may be needed.

Q: How can I pay bills online?

A: Through the app, website, My Fawry, Aman, Masary, or supported ATMs using cards or wallets.

Q: What if I miss a bill?

A: You'll get a 10–15 day grace period. A reconnection fee may apply after suspension.

Q: Can I automate bill payments?

A: Yes. Set up auto-pay via the app or your bank.

Category: Account & Identity Management

Q: How do I reset my password?

A: Use the “Forgot Password” option on the app or site and verify via SMS or email.

Q: How do I update my national ID info?

A: Visit a branch with your new ID. For businesses, authorized documents are needed.

Q: What if I lose my SIM card?

A: Call 111 to suspend the line. Visit a branch with your ID for a replacement.

Category: Business Solutions

Q: What services are offered for businesses?

A: Fiber, cloud hosting, leased lines, VoIP, IoT, and corporate support.

Q: How do I get an account manager?

A: Contact the business hotline or use the business website section to request one.

Q: What enterprise-grade services are included?

A: Dedicated internet, VPNs, MPLS, cybersecurity, cloud services, and unified communications.

Q: Is 24/7 support available for business clients?

A: Yes. Business customers receive priority and round-the-clock support.

Q: Can I use Telecom Egypt's SMS gateway?

A: Yes. Bulk SMS APIs are available for B2B communication. Contact the corporate team to set it up.