

## Account Activation & Verification

How can I activate my landline for the first time?

You can activate a new landline by calling 111 from any phone.

To verify your identity, the system will ask for the last 4 digits of the mobile number you provided in your original subscription contract.

How do I reactivate my home internet after payment?

There are three main ways to trigger reactivation:

Call 111 or 19777 directly from your fixed landline.

Use the My WE App to manage payments and services.

Call 111 from a mobile and enter your landline number followed by the last 4 digits of your registered mobile number for verification.

## Mobile Services (WE Mobile)

What are the key USSD shortcodes for mobile management?

Balance Inquiry: Dial \*550# (Free).

Check Data/Voice Usage: Dial \*414#.

Know Your Number: Dial \*688#.

Salefny (Borrow Credit): Dial \*504#.

Balance Transfer: Dial \*323# [Number] \* [Amount] #.

Mobile Internet Activation/Deactivation: Dial \*066# to activate and \*066\*0# to deactivate.

How long does my prepaid mobile line stay valid?

A line remains active for 105 days starting from the activation date if no paid transactions occur.

Failure to use the line results in a 90-day outgoing/incoming period, a 5-day incoming-only period, and then a 10-day suspension before total termination.

What documents are required to buy a new mobile line?

Egyptians: A valid National ID.

Foreigners: A valid Passport.

## Fixed Voice (Landline)

What are the landline billing cycles and grace periods?

Bills can be paid on monthly, quarterly, or annual cycles.

There is typically a 20-day grace period for payments before the line is restricted to "Reception Only" for 7 days, followed by full suspension.

How can I transfer landline ownership?

Visit any Telecom Egypt store with the current and new owners' valid IDs.

The service fee is 25 EGP.

What are the landline value-added services (VAS)?

Follow Me (Call Forwarding): Diverts landline calls to another landline or mobile.

Hotline: Automatically dials a preset number when the handset is picked up (Fee: 2 EGP/month).

Detailed Bill: Provides a breakdown of usage (Fee: 2 EGP/month or 6 EGP/quarter).

Fixed Broadband (WE Space)

What happens when my monthly quota is finished?

Your internet speed will be throttled to 1 Mbps. You can restore the original speed by buying a top-up quota or performing an Early Renewal via the My WE App.

What speeds are available with WE Space?

Super: Up to 30 Mbps.

Mega: Up to 70 Mbps.

Ultra: Up to 100 Mbps.

Max: Up to 200 Mbps.

Can I suspend my landline internet for travel?

Yes, you can request to suspend your landline for 25 EGP/month by calling 111 or visiting a store.

Customer Support Channels

Phone: Call 111, 19777, or 01555000111.

Digital: Use the My WE App or the Live Chat on the WE website.

Email: Contact [Customer.care@te.eg](mailto:Customer.care@te.eg) for technical inquiries.