

We Spark Awareness, You Take it Further



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Terms & conditions apply

Steps to Subscribe to a Landline and Home Internet

You can apply for landline and Home Internet services through different channels

My WE App



Website: my.te.eg



111

Call 111



WE Stores



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Applying for a New Landline

- Submit a landline subscription request with a fee of EGP 50, inclusive of VAT.
- Provide a copy of a valid National ID or a valid passport for foreign customers.
- Providing an existing landline number in the same building is recommended to expedite the technical feasibility process.
- No additional fees are charged at this stage.

The technical feasibility request response will be provided within a maximum of 48 hours.

Completing the Contract

Once technical feasibility is confirmed, a confirmation SMS will be sent to the customer to complete the contracting procedures within a maximum period of 14 days from the date of feasibility reservation.

You can complete the contracting procedures

When visiting any WE stores



Or at your location for an additional fee of EGP 285, inclusive of VAT, If the service is available at the contract address.

For more information, please call 111.



Required Documents for Contracting

1- Proof of identity, either a valid National ID for Egyptian customers or a valid passport for foreign customers.



2- A property ownership contract, a rental contract, or a utility bill (electricity / water / gas) with the requester name showing the same installation address.



Installation Fees and Package Selection

- Landline installation fee: EGP 171, inclusive of VAT
- Annual stamp Tax: EGP 9.12
- Development fee: EGP 2.90 per document
- Subscription fees of the selected package, whether a landline package or an internet package.

Signing the service subscription contract , fill the home Internet reservation form and paying the total required amount, inclusive of VAT.



Router Device

- The customer may choose the preferred payment method (cash or monthly fees).
- The router device will be received during contracting at the store or Via shipping companies for a fee of EGP 57, inclusive of VAT



Service Activation

Once the landline and Home Internet services are activated, you will receive the activation messages and the Home Internet username and password.



General Notes:

- No additional fees are charged except the amounts paid through official sales outlets or payment channels.
- The landline connection cable is provided free of charge by the company.
- In case the router is paid with monthly fees, the customer is required to sign a commitment form.
- All information and required documents submitted for the landline service request must be accurate under customer responsibility



Steps to Subscribe to Home Internet for Existing Landline Customers



Existing landline customers can subscribe to Home Internet through any WE Stores or by submitting a subscription request via the official website: www.te.eg

Subscription Procedures

- The maximum available internet speed is determined based on the condition of the landline.



- You submit the required documents, choose the suitable package, fill the home Internet reservation form along with subscription contract.
- Pay the Home Internet package fees inclusive of VAT, in addition to Stamp tax & Development fee EGP 2.90 per document



Required Documents for Contracting

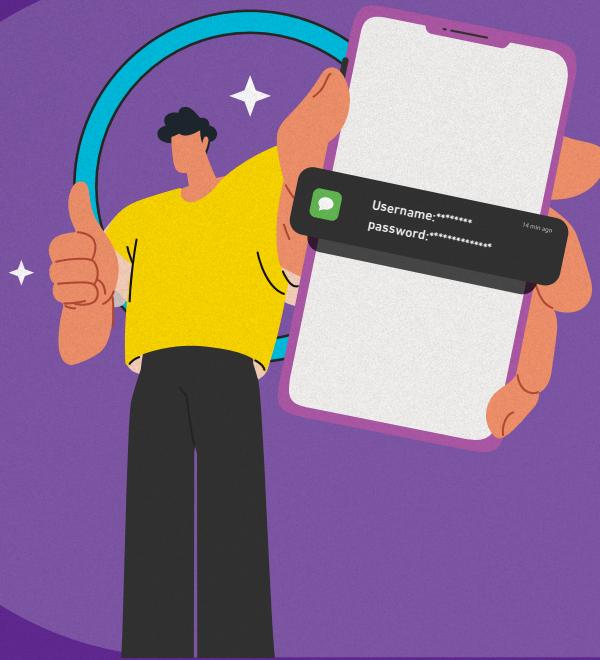
The landline owner shall provide proof of identity (National ID or passport for foreign customers).



Router Device

- The customer may choose the preferred payment method (cash or monthly fees).
- The router device will be received during contracting at the store or Via shipping companies for a fee of EGP 57, inclusive of VAT





Service Activation

The customer will receive an activation SMS including the username and password, and will be notified once the Home Internet service is activated.

General Notes:

- No additional fees are charged except the amounts paid through official payment channels.
- In case the router is paid with monthly fees, the customer is required to sign a commitment form.

