



Factor costs in **TUNISIA**

FIPA-TUNISIA

November 2020



FOREWORD

This document is intended to provide an overview of several factor costs in Tunisia. It is periodically prepared by the FIPA-Tunisia team, "Invest in Tunisia Agency."

Its main purpose is to inform the reader on the various basic costs required to start a business.

It is essential to note that the data contained herein is an order of magnitude and may be subject to minor changes.

The first part is devoted to the presentation of certain costs incurred as of November 2020 while the second part provides a comparison of Tunisia with a number of countries in terms of production costs. The relevant data were obtained from FDI Benchmark®, an international data platform, part of the Financial Times Group®.



EMPLOYMENT

1. Minimum wage

The Guaranteed Inter-Professional Minimum Wage (**SMIG**) and the Guaranteed Agricultural Minimum Wage (**SMAG**) are established by Decree No73-247 of May 26th, 1973.

The salary applies workers of both sexes aged 18 years at least.

The transportation allowance for SMIG-paid employees in non-agricultural sectors governed by the Labor Code is set at 36.112 TND per month as established by Decree No. 82-503 of 16 March 1982 and supplemented by Decree No. 2015-1764 published in JORT No. 91 of November 09, 2015..

SMIG

SCHEME	MONTHLY WAGE	HOURLY WAGE
40 HOURS	343.892 TND	1 984 millimes
48 HOURS	403.104 TND	1938 millimes

Source: Governmental Decree No. 454-2019 dated May 28th, 2019

SMAG

SCHEM	DAILY WAGE
Rate (common)	15.504 TND
Specialized Workers	16.330 TND A technicality premium of 826 Millimes is included
Skilled Workers	17.059 TND A technicality premium of 1,555 Millimes is included

Source: Governmental Decree No. 454-2019 dated May 28th, 2019

WAGE INCREASE

In non-agricultural activities subject to the Labor Code and not governed by sectoral collective agreements or special statutes of public enterprises, the basic salaries of workers are increased as follows:

CATEGORIES OF AGENTS	48-HOUR WORK WEEK		40-HOUR WORK WEEK	
	Hourly Increase	Monthly Increase	Hourly Increase	Monthly Increase
Executing agents, excluding SMIG-paid employees	199 millimes	41.392 dinars	199 millimes	34.493 dinars
Supervising agents	228 millimes	47.424 dinars	228 millimes	35.013 dinars
Managers	298 millimes	61.984 dinars	298 millimes	51.652 dinars

Source: Governmental Decree No. 454-2019 dated May 28th, 2019

2. Overtime Compensation

The hours worked beyond the normal weekly hours are considered as overtime.

These overtime hours are paid with reference to the basic hourly wage increased according to the sector of activity based on the following rates:

■ Agricultural Sector

The hours worked beyond the daily working time 25 %

■ Non-agricultural Sector

Part time work scheme 50 %
 Full time work scheme of 48-hour work week 75 %
 Full time work scheme below 48 hours per week: ≤ 48 hours per week 25 %
 Full time work scheme below 48 hours per week: beyond 48 hours per week 50 %

Source: Art. 90-94 of the Labor Code amended by Act No. 96-62 dated 15 July 1996



1. Characteristics

Frequency of the alternating current	50 Hz
Low voltage	220 / 380 V ($\pm 10\%$)
Medium voltage (2 nd category)	30 kV ($\pm 7\%$) in general (10 kV and 17 kV in some regions)

Source : STEG as of June 1st, 2020

2. Electricity rates (excluding taxes)⁽¹⁾

VOLTAGE LEVEL HIGH VOLTAGE					
<i>Rates</i>	Fee ⁽¹⁾	Energy price ⁽²⁾⁽³⁾ (millimes/kWh) ⁽⁴⁾			
	Voltage Mill/kW/month	Day	Morning peak summer	Evening peak	Night
Four hourly sections	11 000	243	373	335	210

Source : STEG as of June 1st, 2020

ABBREVIATIONS

Mill : Tunisian millimes
VAT : value added tax
kW : kilowatt
kWh : kilowatt-hour

- (1) Rates may be reviewed during the month of June of each year based on the accounting data of STEG for the previous year
- (2) VAT is to be applied at the rate of 19% on all charges and on the price of energy (excluding taxes)
- (3) To be increased by :
 - The Municipal tax: 5 mill/kWh
 - The energy transition fund (FTE) tax : 1 mill/kWh
- (4) Energy price based on the purchase price of natural gas equal to 93.3247 mill/TU (which corresponds to the average purchase price of natural gas for the year 2019)

VOLTAGE LEVEL MEDIUM VOLTAGE					
Rates	Power Fee ⁽²⁾	Energy price ⁽²⁾⁽³⁾ (millimes/kWh) ⁽⁴⁾			
	(Mill/kW/month)	Day	Morning Peak Summer	Evening Peak	Night
Uniform	4 000 ⁽⁵⁾	251			
Four Hourly Sections	13 000	251	384	345	217

Source : STEG as of June 1st, 2020

ABBREVIATIONS

Mill : Tunisian millimes
VAT : Value added tax
kW : Kilowatt
kWh : Kilowatt-hour
kVA : Kilovolt Ampere

- (1) Rates may be reviewed during the month of June of each year based on the accounting data of STEG for the previous year
- (2) VAT is to be applied at the rate of 19% on all charges and on the price of energy (excluding taxes)
- (3) To be increased by :
 - The Municipal tax: 5 mill/kWh
 - The energy transition fund (FTE) tax : 1 mill/kWh
- (4) Energy price based on the purchase price of natural gas equal to 93.3247 mill / th (which corresponds to the average purchase price of natural gas for the year 2019)
- (5) (mill/kVA/month)

VOLTAGE LEVEL “GENERAL” LOW VOLTAGE							
Rates	Sector	Power fee ⁽¹⁾ (Mill/kVA/ month)	Energy price for each band of monthly consumption (Mill/kWh) ^{(1) (2)}				
			1 - 50	51-100	101-200	201-300	301-500
Economy band (1 and 2 kVA & C°≤100 kWh/ month)	Residential ⁽³⁾	700	62				
	Residential ⁽⁴⁾		108				
	Non Residential ⁽⁵⁾		162				
Economy band (1 and 2 kVA & C°> 100 kWh/ month)	Residential	700	176		218	341	414
Normal band (> 2 kVA)	Non Residential		176		240	333	391

Source : STEG as of June 1st, 2020

VOLTAGE LEVEL "SPECIAL" LOW VOLTAGE						
Rates	Fee		Energy price ⁽¹⁾⁽²⁾ (Mill/kWh)			
	Subscription (Mill/Sb/month)	Voltage (Mill/kVA/month)	Day	Morning Peak Summer	Evening Peak	Night
Public lighting	-	900	234			
Water heating ⁽⁶⁾	500	-	341	Load management ⁽⁷⁾	Load management ⁽⁷⁾	341
Heating and air conditioning ⁽⁶⁾	-	700	414			
Irrigation	Uniform ⁽⁶⁾	300	164			
	Three hourly sections	1 000	121	NA	391	106

Source : STEG as of June 1st, 2019

ABBREVIATIONS

Mill : Tunisian millimes - **VAT** : Value added tax - **NA** : Not applicable - **Sb** : Subscription

(1) VAT is to be applied at the following rates:

- 19 % of all fees and on energy price (excluding taxes) for other than residential and irrigation uses
- 13 % on energy price (excluding taxes) of residential and irrigation uses
- 7 % on energy price (excluding taxes) of irrigation use.

(2) To be increased by the municipal surcharge: 5 Mill/kWh

(3) If consumption does not exceed 50 kWh/month for residential sector

(4) If consumption is between 51 and 100 kWh/month for residential sector

(5) If consumption does not exceed 100 kWh/month for non-residential sector

(6) This rate no longer applies

(7) Load management in "summer morning peak" during the summer months (June to August) and "evening peak" during the winter months (September-May). Any kWh consumed during the "evening peak" in summer (June-August) is charged 341 millimes

NATURAL GAS

- The Level 1 low Pressure rate (BP1) is intended for domestic customers and small commercial and industrial businesses consuming low pressure.
- The Level 2 low Pressure rate (BP2) is intended for large commercial and industrial customers consuming low pressure.
- The "medium pressure" contract is subscribed for a power supply from the medium pressure network, transformed into low pressure by a transformer station owned by the customer. The transformer station is the property of the customer and operation and maintenance of the station is at the expense of the customer.

Low Pressure		Sector	Subscribed flow (TU/hour)	Flow fee ⁽¹⁾ (Mill/ TU-h-month)	Energy Price ⁽¹⁾	
					Mill/TU	Mill/m ³
LP1	C ≤ 300 TU/month	Residential	50 and 100	15	24.3	231
	1 to 300 TU /month (1 to 30 m ³ / month)	Non Residential			25.5	243
	300 < C ≤ 600 TU/month	Residential	50 and 100	15	35.8	341
	1 to 600 TU /month (1 to 60 m ³ / month)	Non Residential			37.5	357
	600 < C ≤ 1 500 TU/month	Residential	50 and 100	15	47	447
	1 to 1 500 TU /month (1 to 150 m ³ / month)	Non Residential			51.1	486
LP2	C > 1 500 TU /month	Residential	50 and 100	15	58.6	557
	1 to 1 501 TU /month and more (1 to 151 m ³ / month)	Non Residential			66.2	629
LP2		Residential	160 to 8 000	40	50	475
		Non Residential			56	532

Source : STEG as of June 1st, 2019

ABBREVIATIONS

TU : Thermal Unit - **Mill** : Tunisian millimes - **VAT** : Value added tax

(1) VAT is to be applied at the rate of 19% on energy fees and prices excluding taxes

Increase of Subscribed flow: in case of increase in the subscribed flow (with or without rate change), the reinforcement cost is calculated on the additional flow.

Rates		Subscribed flow rate (Thermal Unit/hour)	Fee ⁽¹⁾		Energy Price ⁽¹⁾ (Mill/TU)
			Subscription (DT/sb-month)	Flow (Mill/TU-h-month)	
Medium Pressure	MP1	1 000 to 4 000	20	300	
	MP2	6 000 to 30 000	20	450	
	Cement manufacturing (gray cement)	1 000 to 30 000	20	600	1.032 x Pg
					58.8173 ⁽⁵⁾

Source : STEG as of June 1st, 2019

ABBREVIATIONS

h : Hour
Sb : Subscription
TU : Thermal unit
Mill : Tunisian millimes
TND : Tunisian Dinar
VAT : Value added tax
Pg : Supply price of natural gas in millimes/thermal unit

(1) VAT to be applied at the rate of 19% on energy fees and prices excluding taxes

In case of increase in the subscribed flow (with or without rate change), the reinforcement cost is calculated on the additional flow.

Rates		Subscribed flow rate (Thermal Unit/hour)	Fee ⁽¹⁾		Energy Price ⁽¹⁾ (Mill/TU)
			Subscription (DT/sb-month)	Flow (Mill/TU-h-month)	
High Pressure	HP1	1 000 to 4 000	300	700	52.2
	HP2	>30 000	300	700	58
					70
	Cement manufacturing (gray cement) ⁽²⁾	>10 000	300	700	1 x Pg
					56.9935 ⁽²⁾

Source : STEG as of September 1st, 2019

ABBREVIATIONS

TU : 10 000 thermal unit
h : Hour
Sb : Subscription
TU : Thermal unit
Mill : Tunisian millimes
TND : Tunisian Dinar
VAT : Value added tax
Pg : Supply price of natural gas in millimes/thermal unit

(1) VAT to be applied at the rate of 19% on energy fees and prices excluding taxes

(2) From June 1st 2018 :

- Rates may be reviewed during the month of June of each year based on the compatible STEG data of the previous year

- Energy price is determined based on the purchase price of natural gas amounting to 93,3247 mill/TU (which corresponds to the average price of natural gas for the year 2019)

In case of increase in the subscribed flow (with or without rate change), the reinforcement cost is calculated based on the additional flow.

PETROLEUM DERIVATIVES

Price review of certain petroleum products is conducted in execution of the decree issued by the Minister of Energy, Mines and Energy Transition and the Minister of Finance, dated March 31, 2020, fixing the composition of the technical commission responsible for setting and monitoring the sales price of imported or locally refined finished petroleum products.

Rates applicable from August 2020

PRODUCT	PUBLIC SALE PRICE
Premium unleaded gasoline	1.915 dinar / liter
Kerosene	0.810 dinar / liter
Diesel	1.470 dinar / liter
Diesel 50 PPM	1.700 dinar / liter
Heavy Fuel-oil n° 2	510 dinars / ton
LPG for Vehicles	0.698 dinar /Kg
Liquefied petroleum gas (LPG) for domestic use	
Load of 3 kg	1.860 dinar
Load of 5 kg	3.015 dinars
Load of 6 kg	3.590 dinars
Load of 13 kg	7.700 dinars
Liquefied petroleum gas (LPG) for industrial use	
Load of 25 kg	32.925 dinars
Load of 35 kg	46.095 dinars
Bulk LPG for non-domestic use	1 106.750 dinars/ton
Bulk liquid propane	1 138.416 dinars/ton

Source : Ministry of Industry and SMEs – August 2020

TELECOMMUNICATION

The National Telecommunications Authority (INT) is the body that manages the national numbering and addressing plans, sets the conditions and methods for activating number portability, including the procedures for their introduction and use and sets out the conditions and procedures for granting domain names.

The Ministry of Communication Technologies and Digital Economy proposes the general policy in information and communication technologies and ensures its implementation in order to consolidate the role of the sector in economic and social development.

It has the following missions:

- Defining the national sector strategy; and
- Preparing the programs and procedures for ICT development and consolidation.

1. Telephone

In Tunisia, the national telecommunications market includes three operators : Tunisie Telecom, Ooredoo and Orange Tunisie as well as a virtual mobile operator: Lycamobile.

The minimum rates of mobile telephony in Tunisia vary between 0.035 dinar and 0.090 dinar depending on the operator, its offer, and the periods of the year...

For more information, please refer to the complete price guides available on the following web links:

- **Tunisie Telecom** : www.tunisietelecom.tn
- **Ooredoo** : www.ooredoo.tn
- **Orange Tunisie** : www.orange.tn
- **Lycamobile Tunisie** : www.lycamobile.tn

2. Internet Service Providers

The Tunisian Internet Agency ([ATI](#)) is the main public Internet access provider in Tunisia. Its mission is to promote the Internet in the country. It allows the interconnection of Internet service providers (ISPs) locally and internationally and provides management service for Internet messaging gateways for ISPs, IP addressing in Tunisia. It equally promotes content through the promotion of national domain names.

Internet access requests are filed with the sales offices of Internet Service Providers (ISPs) or their resellers.

In Tunisia, there are several public and private ISPs¹.

Minimum Internet rates vary from one ISP to another depending on the required speed and the proposed promotional offers.

¹ Names and addresses provided at the end of the document



DRINKING WATER

1. Applicable consumption rates (Excluding taxes)

The organization in charge of water supply is the National Water Exploitation and Distribution Company (SONEDE).

Connection requests are submitted to SONED office in the district where the project is located.

Industrial Use		Tourism Use (Hotel industry)
Quarterly consumption	Price in TND / m ³	Price in TND / m ³
$C \leq 20 \text{ m}^3$	0.200	1.490
$21 \text{ m}^3 < C \leq 40 \text{ m}^3$	0.495	
$41 \text{ m}^3 < C \leq 70 \text{ m}^3$	0.620	
$71 \text{ m}^3 < C \leq 100 \text{ m}^3$	0.940	
$101 \text{ m}^3 < C \leq 150 \text{ m}^3$	1.110	
$151 \text{ m}^3 < C \leq 500 \text{ m}^3$	1.430	
$C > 500 \text{ m}^3$	1.490	

Source : JORT (Official Journal of Tunisia) No. 29, dated 07 April 2020

Standpipes (price in TND / m³)	0.200
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Source : JORT No. 29 dated 07 April 2020

Tourism (price in TND / m³)	1.490
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Source : JORT No. 29 dated 07 April 2020

2. Fixed charges for subscriptions to drinking water (Excluding taxes)

Diameter of water meter	Fixed charge (TND / quarter)
12 - 15 mm	5.050
20 mm	9.370
30 mm	17.310
40 mm	31.800
From 60 mm to 80mm	80.800
100 mm	130.000
150 mm	338.700

Sources: JORT No. 65, dated 31 May 2016

SANITATION

The sanitation utility is the National Sanitation Office ([ONAS](#)).

Requests are submitted to ONAS agencies in the district where the project is located.

The quarterly sanitation fees are as follows

Industrial Use	Rates (TND)	
	Variable	Fixed
Industries with discharges in compliance with the standards of the public sewerage system	1.215/ m3	12.425
Industries with discharges in compliance with the discharge environmental standards	0.880/ m3	12.425
Industries with discharges exceeding standards of public sewerage system	1.215 + (Q *585)	12.425
Polluting industrial activity unconnected to the sewerage system	0.880/ m3	12.425
Tourism use		
General rates	1.540	12.425

Note: Q is a pollution coefficient representing the pollution exceeding the discharge standards in the public sewerage system. It is determined according to the results of the tests performed on a sample of the user's discharge into the system.

Source: Order of the Minister of Finance and the Minister of Local Affairs and Environment of April 13, 2018 setting the amounts of sewerage charges.

Freight Transport²

1. Railway Transport

Transport rates of 20-foot containers leaving the Port of Rades to the customer's plant are approximately as follows:

Containers loaded outbound and empty inbound (in TND)

Distance in Km	150	300	450
Container ≤ 12 T	160	210	260
Container > 12 T	300	400	500

Containers loaded inbound and outbound (in TND)

Distance in Km	150	300	450
Container ≤ 12 T	190	250	310
Container > 12 T	350	470	590

Rates of freight transport from station to station are calculated according to the distance as follows:

Distance in Km	Price in TND
Up to 50 km	$3.100 + 0.0295 * D$
From 51 to 110 Km	$2.180 + 0.0282 * D$
From 111 to 200 Km	$2.290 + 0.0272 * D$
More than 200 Km	$2.150 + 0.0309 * D$

*D = distance in Km

2. Road Transport

Land transport being privatized in Tunisia, each company of the sector has its own rates.

The average rate is between 0.070 and 0.080 TND per ton and per kilometer. These rates decrease when the distance increases.

3. Maritime Transport

Shipping rates (free-in-and-out) from Tunis to Mediterranean ports are as follows:

Lines	20 feet Container	40 feet Container
France (Marseille)*	620 TND	1200 TND
Italy (Livorno)*	780 TND	1550 TND
Spain*	750 TND	1500 TND
Northern Europe	780 TND	1550 TND
Morocco	1 850 TND	3 700 TND

* Shipping rates (free-in-and-out) from Tunis to Mediterranean ports

4. Air Freight

² Rates are presented for information purposes only. They are an approximation based on calculations made by the editorial team. These rates date from 2017.

More than 100 airports around the world are served from Tunisia.

Line	Rate
Tunis - Paris	0.650 TND/kg
Tunis - Brussels	0.680 TND/kg
Tunis - Rome	0.610 TND/kg
Tunis - Frankfurt	0.690 TND/kg
Tunis - Munich	0.690 TND/kg
Tunis - Milan	0.620 TND/kg
Tunis - Marseille	0.470 TND/kg



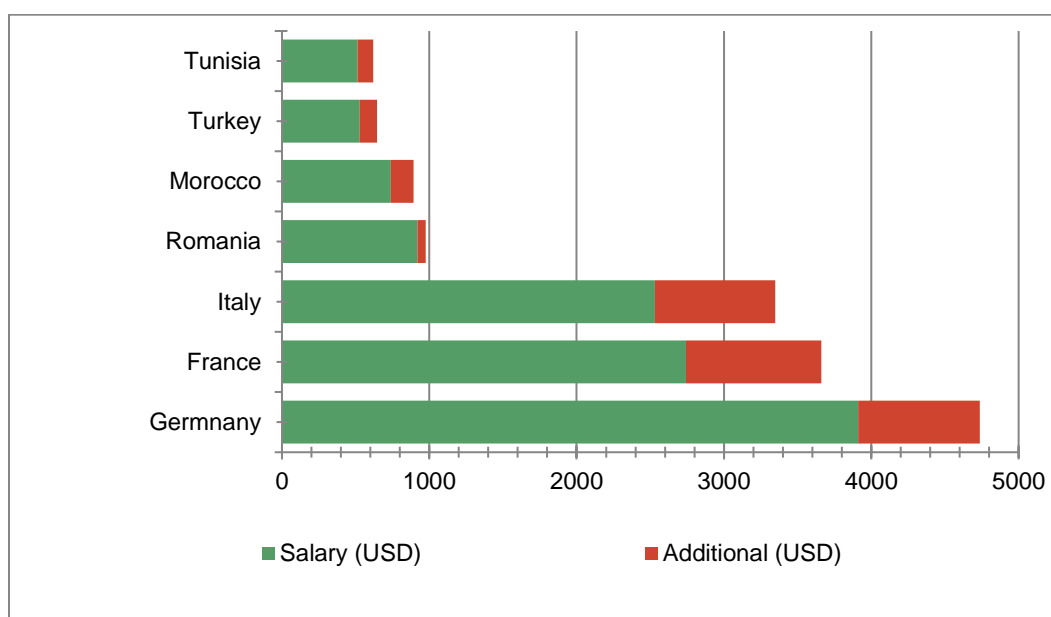
Production costs and positioning of Tunisia³

1. Information Technology

IT user support analyst

IT Support Analysts provide front line support, take care of the help desk and train users. They also install the systems following standard procedures.

Tunisia has the lowest unit costs with net costs of USD 619 per month, followed by Turkey and Morocco.



Country	Rank (2019)	Total	Salary	Overtime
Tunisia	1	619	513	106
Turkey	2	646	527	119
Morocco	3	893	738	156
Romania	4	976	919	57
Italy	5	3.349	2.531	818
France	6	3.661	2.742	919
Germany	7	4.737	3.910	827

Costs shown in USD - US Dollar (1.15 USD = 1 EUR - July 2020)

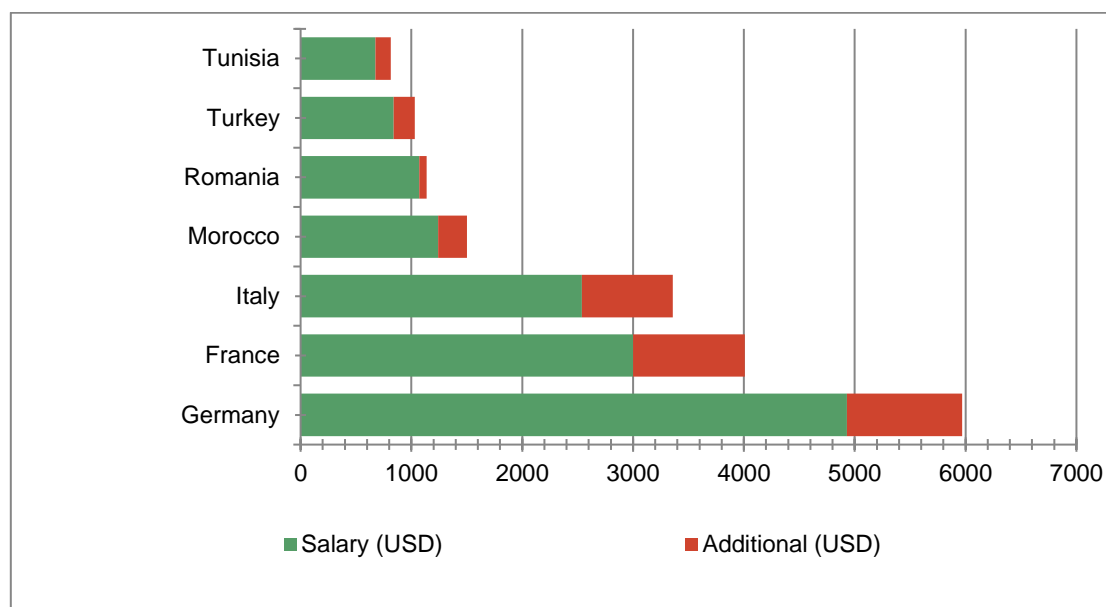
Sources: fDi Intelligence based on Willis Towers Watson 2018/19 Global Compensation Planning Report, iMercer and National Statistics

³ The data presented in this section are taken from the fDi Benchmark©. The section will be enriched in future editions.

Senior IT Support Specialist

Senior analysts provide advice and support in a particular area. They work at a senior level and may supervise junior staff.

The location with the lowest unit costs for this position is Tunisia with net costs of USD 813 per month, followed by Turkey and Romania.



Country	Rank (2019)	Total	Salary	Overtime
Tunisia	1	813	674	139
Turkey	2	1.029	840	189
Romania	3	1.138	1.071	67
Morocco	4	1.502	1.240	262
Italy	5	3.358	2.538	820
France	6	4.007	3.001	1.006
Germany	7	5.970	4.928	1.042

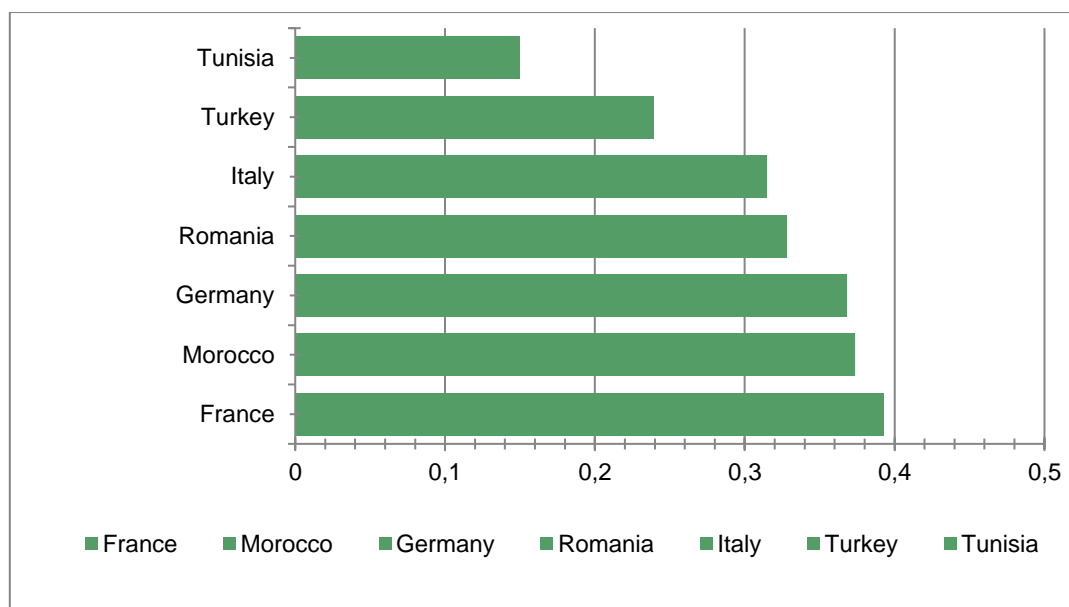
Costs shown in USD - US Dollar (1.15 USD = 1 EUR - July 2020)

Sources: fDi intelligence based on Willis Towers Watson 2018/19 Global 50 Remuneration Planning Report, iMercer and National Statistics

2. Gas for industrial use

The cost of gas for industrial use is given per cubic meter.

The location with the lowest unit costs for industrial gas is Tunisia with a rate of 0.1498 USD per cubic meter, followed by Turkey and Italy.



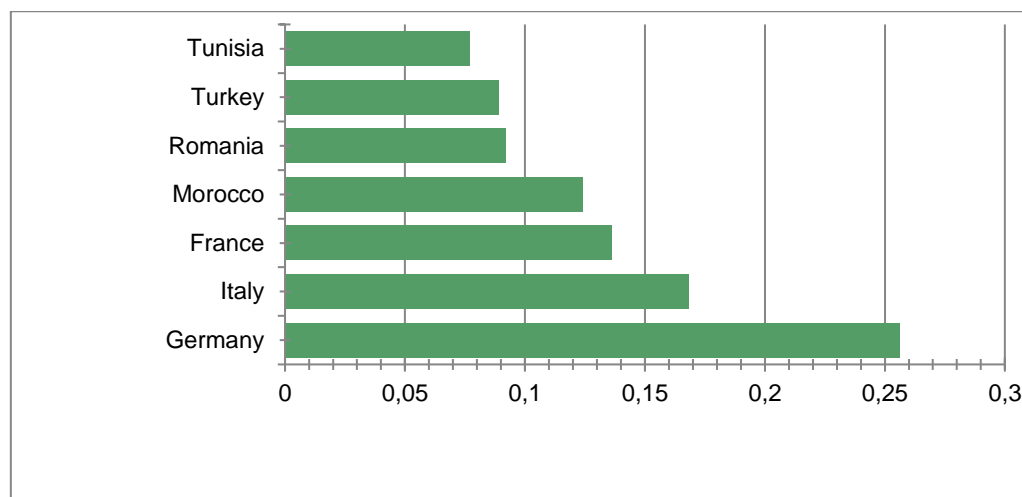
Country	Rank	Cost (m³)
Tunisia	1	0.15
Turkey	2	0.24
Italy	3	0.31
Romania	4	0.33
Germany	5	0.37
Morocco	6	0.37
France	7	0.39

Sources: fDi Intelligence estimate based on Eurostat, The Economist Intelligence Unit, Eurostat and main providers of public service

3. Electricity for Industrial Use

The public price of electricity is the average price of electricity per kWh supplied to industrial customers, all costs and charges included.

The place with the lowest unit electricity costs is Tunisia with costs of USD 0.0770 per kWh, followed by Turkey and Romania.



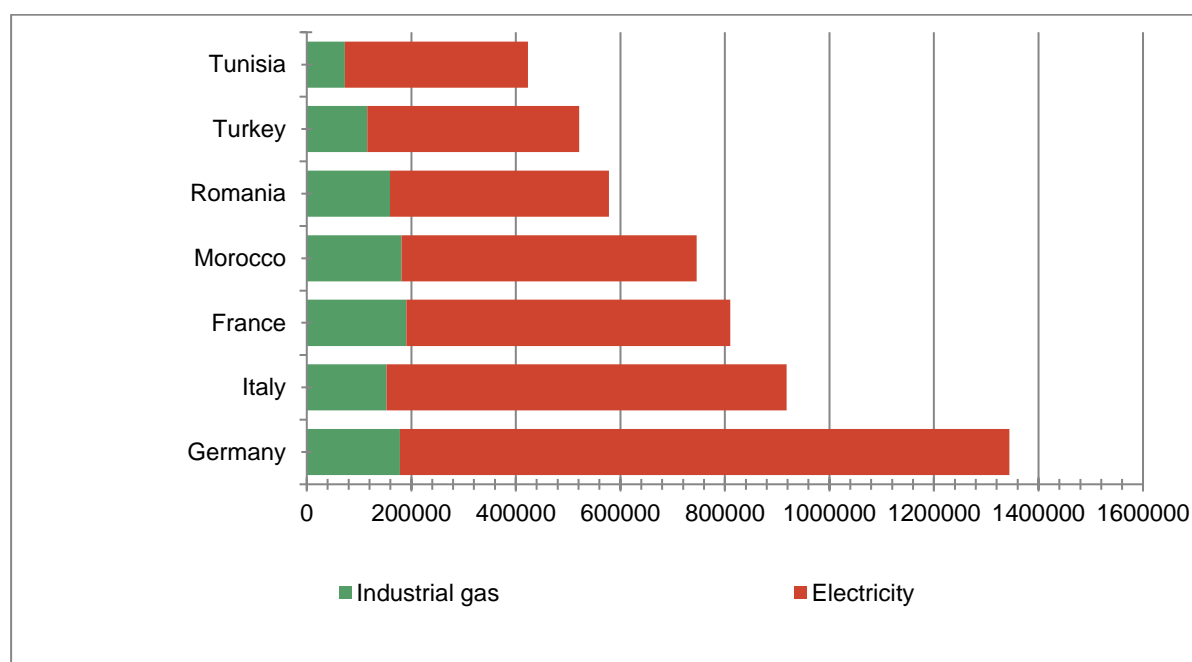
Country	Rank (2019)	Cost (kWh)
Tunisia	1	0.08
Turkey	2	0.09
Romania	3	0.09
Morocco	4	0.12
France	5	0.14
Italy	6	0.17
Germany	7	0.26

Sources: The World Bank Doing Business Guide 2020; World Bank Doing Business 2020

4. Utility Costs for the Automotive Sector

Below is an overview of the annual utility cost results for companies operating in the automotive components sector. Overall costs are based on primary inputs, industrial gas and electricity, and are provided on an average annual basis.

The location with the lowest utility costs is Tunisia with costs of USD 423,365 / year, followed by Turkey and Romania with respective annual costs of USD 521,415 and USD 578,181.



Country	Rank	Total Cost	Industrial Gas	Electricity
Tunisia	1	423 365	72 630	350 735
Turkey	2	521 415	116 020	405 395
Romania	3	578 181	159 121	419 060
Morocco	4	746 012	181 192	564 820
France	5	810 100	190 620	619 480
Italy	6	917 963	152 723	765 240
Germany	7	1 344 447	178 367	1 166 080

Source: fDi Benchmark of Financial Times Ltd 2020
Costs shown in USD - US Dollar (1.15 USD = 1 EUR - July 2020)



USEFUL ADDRESSES

Ministry of Communication Technology and Digital Economy

Address : 88 Avenue Mohamed V - Belvédère - Tunis 1002

Tel : (+216) 70 244 688

Fax : (+216) 70 244 699

Web : www.mincom.tn

National Telecommunication Authority

Address : Rue Echabia (Ex 8003) - Montplaisir – Tunis 1073

Tel : (+216) 71.90.08.68 / 71.90.15.26 / 71.90.26.58

Fax : (+216) 71.90.94.35

Web : www.intt.tn

Tunisie-Telecom

Rue Asdrubal – Belvédère – Tunis 1002

Tel. : (216) 71 801 717

Fax : (216) 71 800 777

Web : www.tunisietelecom.tn

Ooredoo

Les Jardins du Lac - Les Berges du Lac – Tunis 1053

Tel. : (216) 22 12 00 00

Fax : (216) 22 12 10 09

Web : www.ooredoo.tn

Orange Tunisie

Immeuble Orange - Centre Urbain Nord – Tunis 1003

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Web : www.orange.tn

Lycamobile Tunisie

Dial 1232 then a Lycamobile,

Dial 43 00 12 32 then another telephone number

Web : www.lycamobile.tn

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1002 Tunis - Tunisie

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Web : www.orange.tn

3S Globalnet

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Tel. : (216) 70 132 132

Fax : (216) 70 014 041

e-mail : sales.3s@gnet.tn

Web : www.gnet.tn

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4, rue Ibn Bassem 1082 Tunis

Tel.: (216) 71 23 20 00

Fax : (216) 71 751 300

e-mail : info@hexabyte.tn

Web : www.hexabyte.tn

Topnet

Immeuble Topnet, Centre Urbain Nord, Bloc B, Mezzanine 1 082

Tel. : (216) 71 770 770

Fax : (216) 71 951 031

e-mail : commercial@topnet.tn

Web : www.topnet.tn

Tunet

16, rue de Syrie Bloc C, 1 001 Tunis

Tel. : (216) 71 835 235

Fax: (216) 71 831 643

Web : www.tunet.tn

Bee

22, rue Om Elbenin, Mutuelville, El menzah, 1 082, Tunis

Tel. : (216) 71 100 440

Web : www.bee.tn

Ministry of Industry and SMEs

Immeuble Beya, 40 rue Sidi El Hani, Montplaisir – 1 002, Tunis

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Fax : (216) 71 902 742

Web : www.industrie.gov.tn

National Social Security Fund (CNSS)

49, avenue Taïeb M'Hir, 1 002 Tunis

Tel. : (216) 71 796 744 / (216) 71 849 833 / (216) 71 846 583

Fax : (216) 71 783 223

Web : www.cnss.nat.tn

National Health Insurance Fund (CNAM)

12, rue Abou Hamed El Ghazeli, Montplaisir BP 77, 1 073 Tunis – Cedex 1 080

Tel. : (216) 71 104 200

Fax : (216) 71 104 350

Toll-free number : 80100295

Web : www.cnam.nat.tn

National Company of Electricity and Gas (STEG)

38, rue Kamel Atatürk
 BP 190, Tunis 1 080 Cedex
 Tel. : (216) 71 341 311
 Fax : (216) 71 349 981
 Web : www.steg.com.tn

National Company of Oil Distribution (AGIL)

Av. Mohamed Ali Akid
 Cité Olympique, 1 003 El Khadra
 BP 762 - Tunis
 Tel. : (216) 71 707 222 / (216) 71 703 222
 Fax : (216) 71 704 333
 Web : www.sndp.com.tn

National Company of Water Distribution and Management (SONEDE)

2, avenue Slimen Ben Slimen, El Manar 2, 2 092 Tunis
 Tel. : (216) 71 887 000
 Fax : (216) 71 871 000
 Web: www.sonede.com.tn

National Tunisian Railway Company (SNCFT)

67 avenue Farhat Hachad
 1 049 Tunis
 Tel : (216) 71 345 511 / 71 254 440
 Fax : (216) 71 345 378
 Web : www.sncft.com.tn

Tunisian Navigation Company (CTN)

5 avenue Dag Hammarskjöld
 1001 Tunis
 Tel : (216) 71 322 802
 Fax : (216) 71 345 736
 Web : www.ctn.com.tn

TUNISAIR

Immeuble Tunis Air, Charguia II, 2035 Tunis
 Tel : (216) 70 837 000
 Fax : (216) 71 941 916
 Web: www.tunisair.com.tn

TUNISAIR - FRET

2035 Aéroport fret - Tunis
 Export : (216) 71 754 000 Ext. 4692 / 4694 / 4695
 Import : (216) 71 754 000 Ext. 3105 / 3108 / 3012

FRET TUNISAIR MONASTIR

Tel : (216) 73 520 000 - Ext.: 77321 / 77324

FRET TUNISAIR SFAX

Tel : (216) 74 278 000 - Ext.: 44442 / 44443

FRET TUNISAIR DJERBA

Tel : (216) 75 653 530 - Ext.: 289