**Hello**

Hi there! I am here to help you.

**Where are the nearest stores?**

//Aapi

**Where can I get a new Sim Card?**

Visit our stores with the following documents.

1.PAN Card, Aadhar Card., Voter ID Card., Driving License, Passport.

2.Passport size pictures

3.Residential proof like electricity bill for postpaid sim

Get any two documents from option 1.

**My sim card is not working. How can I proceed?**

The SIM might be out of place. Sometimes dust can get between the SIM and your phone causing communication issues, to remove the dust:

* Turn off your phone and remove the SIM card.
* Clean the gold connectors on the SIM with a clean lint-free cloth.
* Replace the battery and turn your phone on without the SIM.
* Turn your phone off, replace the SIM and restart the phone

**My mobile data is not working. What should I do?**

It’s possible that during an update the network mode (3G, 4G, etc.) of your phone is set to one that doesn’t offer optimal coverage. So check your network mode.

**How can I upgrade my sim to 4G?**

First go to any retailer with your mobile phone with the 3G SIM and ask for a 4G sim. To upgrade, send 20-digit SIM number present at back of your fresh sim card to 121 from your old sim. After your request is approved, select 1 to confirm. Within some time, the new service will be activated and services on your old sim will stop.

**For how long are the stores open?**

The stores are open from 9am to 6pm.

**What are the plans available for postpaid customers?**

150 MB Combo 3G / 4G Data Pack3G-4G Data: 150 MB. Calls: Unlimited. SMS: 100 SMS / Day. (price per day: )

Rs. **19**(2 days )

200 MB Combo 3G Data Pack3G Data: 200 MB, extra @Rs.0.04/10KB. Calls: Unlimited. SMS: 100 SMS / Day.

Rs. **19**(2 days )

Easy Recharge 26 (SMS)SMS: 600 SMS. (price per day: Rs. 0.9)

Rs. **26**(28 days )

**How can I get a paper bill for my mobile?**

Send a SMS with your registered number to 54456. Write “Start Paper Bill” in it.