

# TROUBLESHOOTING AND MITIGATION GUIDE

## Prepaid

### ISSUE 1: Weak signal strength / poor network coverage

**Step 1:** Enable Airplane Mode & Restart Your Phone – Refreshes network connection.

**Step 2:** Move to an Open Area – Avoid walls, basements, or enclosed spaces.

**Step 3:** Enable Wi-Fi Calling – Use the internet for calls when the signal is weak.

**Step 4:** Manually Switch Network Mode – Try 3G/4G if 5G is unstable.

### ISSUE 2: Frequent call drops

**Step 1:** Enable Airplane Mode & Restart Your Phone – Resets network connection.

**Step 2:** Move to an Open Area – Avoid basements, elevators, and enclosed spaces.

**Step 3:** Switch to a Stable Network Mode – Try 3G/4G if 5G is unstable.

**Step 4:** Enable Wi-Fi Calling – Use internet for better call quality.

### ISSUE 3: Slow mobile data speed (4G/5G not working properly)

**Step 1:** Restart Your Phone & Toggle Airplane Mode – Refreshes network connection.

**Step 2:** Move to a Better Signal Area – Avoid basements, enclosed spaces, or congested areas.

**Step 3:** Manually Switch Network Mode – Try switching between 4G/5G/3G for better stability.

**Step 4:** Clear Cache & Close Background Apps – Frees up bandwidth for faster speeds.

### ISSUE 4: No network service / SIM not registering

**Step 1:** Restart Your Phone & Toggle Airplane Mode – Refreshes network connection.

**Step 2:** Check SIM Card Placement – Reseat or try the SIM in another phone.

**Step 3:** Manually Select Network – Go to settings and try connecting to a network manually.

**Step 4:** Check for SIM Activation Issues – Ensure your SIM is active and not blocked.

### ISSUE 5: Roaming issues (international/local)

**Step 1:** Enable Roaming in Phone Settings – Go to mobile network settings and turn on data roaming.

**Step 2:** Manually Select a Network – Choose an available network instead of automatic selection.

**Step 3:** Restart Your Phone & Toggle Airplane Mode – Refreshes network connection.

**Step 4:** Check Roaming Plan Activation – Ensure your international/local roaming pack is active.

### ISSUE 6: Wi-Fi calling not working

**Step 1:** Ensure Wi-Fi Calling is Enabled – Go to phone settings and turn on Wi-Fi calling.

**Step 2:** Restart Your Phone & Router – Refresh network connections.

**Step 3:** Connect to a Strong Wi-Fi Network – Weak Wi-Fi signals can affect call quality.

**Step 4:** Check Carrier & Device Compatibility – Ensure if it supports Wi-Fi calling on your device.

### ISSUE 7: VoLTE/5G activation issues

**Step 1:** Enable VoLTE/5G in Phone Settings – Go to network settings and turn on VoLTE/5G.

**Step 2:** Restart Your Phone & Toggle Airplane Mode – Refreshes network connection.

**Step 3:** Check SIM & Device Compatibility – Ensure your SIM and phone support VoLTE/5G.

**Step 4:** Manually Select Network Mode – Switch between 4G/5G to check availability.

## **ISSUE 8: Recharge failure / delay in crediting balance**

**Step 1:** Check Bank & Transaction Status – Confirm if the amount was deducted but not credited.

**Step 2:** Wait for Processing Time – Some recharges take up to 24 hours to reflect.

**Step 3:** Check for Recharge Confirmation SMS – Ensure the recharge was successful.

## **ISSUE 9: Wrong recharge amount or plan activation**

**Step 1:** Verify Recharge Details – Check if the wrong plan was selected.

## **ISSUE 10: Plan benefits not reflecting (data, calls, SMS)**

**Step 1:** Restart Your Phone & Toggle Airplane Mode – Refresh network settings.

**Step 2:** Check Plan Activation Status – Verify in the app or dial USSD codes.

**Step 3:** Manually Select Network Mode – If data isn't working, switch between 3G/4G/5G.

**Step 4:** Ensure SIM Compatibility – Some plans require VoLTE/5G-enabled SIMs.

## **ISSUE 11: Expired Validity / Account Deactivation**

**Step 1:** Check Account Status via USSD or App – Confirm if the number is deactivated.

**Step 2:** Recharge with Minimum Validity Pack – Require a minimum balance for active status.

**Step 3:** Ensure SIM is Not Blocked – If inactive for too long, a new SIM may be needed.

## **ISSUE 12: SIM Card Not Working / Deactivated**

**Step 1:** Restart Your Phone & Toggle Airplane Mode – Refresh the network connection.

**Step 2:** Check SIM Placement – Ensure the SIM is properly inserted in the SIM tray.

**Step 3:** Try SIM in Another Phone – Determine if the issue is with the SIM or device.

**Step 4:** Check for SIM Expiry – Check if inactive for a long period.

## **ISSUE 13: SIM Replacement (Lost, Damaged, Stolen)**

**Step 1:** Block SIM Immediately – Block sim to prevent misuse.

**Step 2:** Provide ID Proof for Verification – Necessary for security and fraud prevention.

**Step 3:** Activate New SIM – Insert and follow activation steps after receiving the replacement.

## **ISSUE 14: MNP (Mobile Number Portability) issues**

**Step 1:** Check Porting Status – Track the request via SMS or website.

**Step 2:** Ensure Old SIM is Active Until Porting Completes – It should not be removed prematurely.

**Step 3:** Wait for the Porting Period (Usually 3-7 Days) – Porting takes time based on the operator.

**Step 4:** Restart Your Phone After Activation – Insert the new SIM and restart for network detection.

## **ISSUE 15: eSIM Activation Failure**

**Step 1:** Ensure Device Supports eSIM – Check manufacturer and carrier compatibility.

**Step 2:** Scan the QR Code Correctly – Use the official QR code provided.

**Step 3:** Restart Device & Enable eSIM in Settings – Ensure the eSIM is set as active.

**Step 4:** Check Internet Connection – eSIM activation requires a stable Wi-Fi or mobile data connection.

## **ISSUE 16: SIM blocked due to incorrect PIN/PUK attempts**

**Step 1:** Enter the Correct PUK Code – Found in the app.

**Step 2:** Avoid Multiple Incorrect Attempts – Too many wrong entries can permanently lock the SIM.

**Step 3:** Check Website for PUK Retrieval – Some allow self-service PUK retrieval.

**Step 4:** Disable SIM Lock Feature (If Unnecessary) – Prevent future lockouts by removing the PIN requirement.

## **ISSUE 17: Dual SIM issues (primary/secondary network switching)**

- Step 1:** Manually Select the Preferred SIM for Calls/Data – Set default SIM in phone settings.
- Step 2:** Ensure Both SIMs Are Active – Some phones disable one SIM when using data on the other.
- Step 3:** Check Network Mode Compatibility – Some phones allow only one SIM to use 4G/5G at a time.
- Step 4:** Restart Phone & Toggle Airplane Mode – Refresh network selection.
- Step 5:** Update SIM Slot Preferences – Swap SIMs between slots if one isn't working properly.

## **ISSUE 18: Unwanted services activated (caller tunes, subscriptions)**

- Step 1:** Check Active Services via USSD or App – Dial a USSD code or check the app for active subscriptions.
- Step 2:** Disable Unwanted Services – Use USSD codes, SMS, or the app to deactivate services.
- Step 3:** Check for Auto-Renewal Settings – Some services renew automatically; disable them if needed.

## **ISSUE 19: Difficulty deactivating VAS services**

- Step 1:** Use USSD Codes or SMS Commands – There are specific codes for VAS deactivation.
- Step 2:** Log in to an App/Website – Check for options to manage or remove active services.
- Step 3:** Monitor Balance Deductions – Ensure the service is deactivated and no further charges are applied.

## **ISSUE 20: Issues with OTT Subscriptions (Netflix, Amazon Prime, etc.)**

- Step 1:** Check if OTT Subscription is Included in Your Plan – Some plans will have bundle streaming services.
- Step 2:** Ensure Proper Account Linking – Use the correct mobile number/email linked to the OTT account.
- Step 3:** Confirm Payment & Renewal Status – Verify if the subscription is active and payments are processed.
- Step 4:** Restart App & Check for Login Issues – Sign out and log back in if content is not accessible.

## **ISSUE 21: SMS Pack Activation Issues**

- Step 1:** Check the Activation Status in an App – Confirm if the SMS pack is applied.
- Step 2:** Restart Phone & Toggle Airplane Mode – Refresh network settings.
- Step 3:** Ensure SIM is Active & Recharge is Valid – Some packs require an active base plan.
- Step 4:** Manually Select Network Mode – Switch between 3G/4G if SMS is not working.

## **ISSUE 22: Unauthorized access or SIM swap fraud**

- Step 1:** Block SIM & Request a New One – Prevent further misuse by replacing the compromised SIM.
- Step 2:** Enable SIM Lock & Two-Factor Authentication (2FA) – Add security layers to prevent future fraud.
- Step 3:** Monitor Bank & Online Accounts – Ensure no unauthorized transactions occur.
- Step 4:** Report to Cybercrime Authorities – If financial fraud occurs, escalate to legal authorities.

## **ISSUE 23: Complaints About Spam Calls, Phishing Messages, and Fraud Attempts**

- Step 1:** Register for Do Not Disturb (DND) Service – Block marketing and spam calls via USSD or from app.
- Step 2:** Avoid Clicking on Suspicious Links – Do not respond to unknown calls or messages.
- Step 3:** Block & Report Fraudulent Numbers – Use phone settings to block scammers.

## **ISSUE 24: Requests for Call Details, Call Forwarding, or Call Barring**

- Step 1:** Check the Call Logs via App/Website – Check recent call details online.
- Step 2:** Use USSD Codes for Call Forwarding/Barring – Dial specific codes to enable or disable features.
- Step 3:** Verify Account Ownership – Some call details require identity verification for privacy reasons.
- Step 4:** Set Up Call Restrictions if Needed – Block international or premium-rate numbers for safety.

## **ISSUE 25: Account Hacking or Unauthorized Usage**

- Step 1:** Reset Account Passwords – Change passwords for online portals and linked services.
- Step 2:** Check for Unauthorized Plan Changes or Activations – Ensure no extra services were added without consent.
- Step 3:** Enable Account Security Features – Use PIN protection and account recovery options.
- Step 4:** Monitor Data & Call Usage – Unusual spikes may indicate unauthorized access.

## **ISSUE 26: Account Verification Issues**

- Step 1:** Ensure Correct ID Documents Are Used – Some verifications require government-issued ID.
- Step 2:** Retry with Alternative Verification Methods – OTP, email, or in-store verification.
- Step 3:** Check If identification (Know Your Customer) Update is Needed – Some accounts require periodic verification.
- Step 4:** Ensure Network Coverage for OTPs – Poor signal can delay verification messages.

## **ISSUE 27: Plan upgrade/downgrade requests**

- Step 1:** Check the Available Plans in an App/Website – Compare benefits before making changes.
- Step 2:** Ensure Compatibility with Current Plan – Some plans may require switching to a different pack.
- Step 3:** Confirm Pro-Rata Charges (For Postpaid Users) – Mid-cycle changes may result in partial charges.
- Step 4:** Restart Phone After Plan Change – Ensure the new plan is active.

## **ISSUE 28: Change of Address for Billing or SIM Activation**

- Step 1:** Update Address via Online Portal – Check in app if it allows digital submission.
- Step 2:** Provide Valid ID & Address Proof – Ensure the documents match the requirements.

## **ISSUE 29: Prepaid to Postpaid Migration**

- Step 1:** Ensure Minimum Balance in Account – Some may require an active prepaid plan before migration.
- Step 2:** Check Plan Differences Before Switching – Understand billing cycles and benefits of postpaid plans.
- Step 3:** Wait for Processing Time (Usually 24-48 Hours) – Migration isn't instant and may require a SIM swap.
- Step 4:** Restart Phone After Migration – Ensure the new postpaid plan is activated.

## **ISSUE 30: Temporary Suspension/Reactivation of Service**

- Step 1:** Recharge with a Minimum Plan to Keep SIM Active – Avoid permanent disconnection due to inactivity.
- Step 2:** Confirm Reactivation Fees (If Any) – Some may charge a reactivation fee.
- Step 3:** Ensure SIM is Not Expired – If inactive for too long, you may need a new SIM.

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## **Postpaid**

### **ISSUE 1: Weak signal strength / poor network coverage**

- Step 1:** Enable Airplane Mode & Restart Your Phone – Refreshes network connection.
- Step 2:** Move to an Open Area – Avoid walls, basements, or enclosed spaces.
- Step 3:** Enable Wi-Fi Calling – Use the internet for calls when the signal is weak.
- Step 4:** Manually Switch Network Mode – Try 3G/4G if 5G is unstable.

### **ISSUE 2: Frequent call drops**

- Step 1:** Enable Airplane Mode & Restart Your Phone – Resets network connection.
- Step 2:** Move to an Open Area – Avoid basements, elevators, and enclosed spaces.
- Step 3:** Switch to a Stable Network Mode – Try 3G/4G if 5G is unstable.
- Step 4:** Enable Wi-Fi Calling – Use internet for better call quality.

## **ISSUE 3: Slow mobile data speed (4G/5G not working properly)**

- Step 1:** Restart Your Phone & Toggle Airplane Mode – Refreshes network connection.
- Step 2:** Move to a Better Signal Area – Avoid basements, enclosed spaces, or congested areas.
- Step 3:** Manually Switch Network Mode – Try switching between 4G/5G/3G for better stability.
- Step 4:** Clear Cache & Close Background Apps – Frees up bandwidth for faster speeds.

## **ISSUE 4: No network service / SIM not registering**

- Step 1:** Restart Your Phone & Toggle Airplane Mode – Refreshes network connection.
- Step 2:** Check SIM Card Placement – Reseat or try the SIM in another phone.
- Step 3:** Manually Select Network – Go to settings and try connecting to a network manually.
- Step 4:** Check for SIM Activation Issues – Ensure your SIM is active and not blocked.

## **ISSUE 5: Roaming issues (international/local)**

- Step 1:** Enable Roaming in Phone Settings – Go to mobile network settings and turn on data roaming.
- Step 2:** Manually Select a Network – Choose an available network instead of automatic selection.
- Step 3:** Restart Your Phone & Toggle Airplane Mode – Refreshes network connection.
- Step 4:** Check Roaming Plan Activation – Ensure your international/local roaming pack is active.

## **ISSUE 6: Wi-Fi calling not working**

- Step 1:** Ensure Wi-Fi Calling is Enabled – Go to phone settings and turn on Wi-Fi calling.
- Step 2:** Restart Your Phone & Router – Refresh network connections.
- Step 3:** Connect to a Strong Wi-Fi Network – Weak Wi-Fi signals can affect call quality.
- Step 4:** Check Carrier & Device Compatibility – Ensure if it supports Wi-Fi calling on your device.

## **ISSUE 7: VoLTE/5G activation issues**

- Step 1:** Enable VoLTE/5G in Phone Settings – Go to network settings and turn on VoLTE/5G.
- Step 2:** Restart Your Phone & Toggle Airplane Mode – Refreshes network connection.
- Step 3:** Check SIM & Device Compatibility – Ensure your SIM and phone support VoLTE/5G.
- Step 4:** Manually Select Network Mode – Switch between 4G/5G to check availability.

## **ISSUE 8: Incorrect Bill Amount (Overcharges, Wrong Deductions)**

- Step 1:** Check Bill Details – Review your bill for extra charges, hidden fees, or incorrect deductions.
- Step 2:** Verify Plan & Usage – Ensure charges align with your subscribed plan and actual usage.
- Step 3:** Check for Unwanted Subscriptions – Look for any value-added services (VAS) you didn't activate.

## **ISSUE 9: Bill Not Received / Delayed Billing**

- Step 1:** Check Spam or Promotions Folder – If billed via email, it may be filtered.
- Step 2:** Log in to App/Website – Download the bill manually from the portal.
- Step 3:** Verify Billing Cycle & Due Date – Ensure the bill generation date hasn't changed.
- Step 4:** Update Contact Details – Ensure your email or mobile number is correct for bill notifications.

## **ISSUE 10: Auto-Debit Issues (Extra Amount Deducted)**

- Step 1:** Check Bank Statements – Verify multiple deductions or incorrect charges.
- Step 2:** Disable Auto-Pay (If Needed) – Temporarily turn off auto-debit to prevent further issues.
- Step 3:** Confirm Subscription Charges – Ensure deductions aren't for added services or plans.

## **ISSUE 11: Refund Request for Failed Transactions**

**Step 1:** Check Bank & Transaction Status – Verify if the amount was deducted but not credited.

**Step 2:** Wait for Processing Time – Some refunds take 24–72 hours to reflect.

**Step 3:** Check Payment Mode – Refunds to wallets, UPI, or credit cards may take different durations.

## **ISSUE 12: Unexplained Deductions from Balance**

**Step 1:** Check Detailed Usage & Transactions – Review call, SMS, data, or service charges in the app.

**Step 2:** Look for Unwanted Subscriptions – Verify if any value-added services (VAS) or premium services were activated.

**Step 3:** Disable Any Unwanted Services – Use USSD codes, SMS, or app to turn off unnecessary services.

## **ISSUE 13: Late Fee Disputes**

**Step 1:** Verify Bill Due Date & Payment Date – Ensure your payment wasn't late due to processing delays.

**Step 2:** Check for Payment Confirmation – Confirm the payment was successfully credited to your account.

**Step 3:** Request a Waiver – If you have a valid reason (billing delay, bank issue), ask for a one-time waiver.

**Step 4:** Provide Proof of On-Time Payment – Share bank/payment receipts to dispute wrongful late fees.

## **ISSUE 14: Plan Change Not Reflecting**

**Step 1:** Restart Your Phone & Toggle Airplane Mode – Refresh network settings.

**Step 2:** Check Plan Change Status – Verify in an app if the new plan is active.

**Step 3:** Wait for the Next Billing Cycle – Some plan changes take effect in the next cycle.

## **ISSUE 15: Extra Charges After Plan Upgrade/Downgrade**

**Step 1:** Check Prorated Charges – If upgraded mid-cycle, partial charges may apply.

**Step 2:** Verify New Plan Benefits – Ensure you're being billed correctly for the selected plan.

## **ISSUE 16: SIM Card Not Working / Deactivated**

**Step 1:** Restart Your Phone & Toggle Airplane Mode – Refresh the network connection.

**Step 2:** Check SIM Placement – Ensure the SIM is properly inserted in the SIM tray.

**Step 3:** Try SIM in Another Phone – Determine if the issue is with the SIM or device.

**Step 4:** Check for SIM Expiry – Check if inactive for a long period.

## **ISSUE 17: SIM Replacement (Lost, Damaged, Stolen)**

**Step 1:** Block SIM Immediately – Block sim to prevent misuse.

**Step 2:** Provide ID Proof for Verification – Necessary for security and fraud prevention.

**Step 3:** Activate New SIM – Insert and follow activation steps after receiving the replacement.

## **ISSUE 18: eSIM Activation Failure**

**Step 1:** Ensure Device Supports eSIM – Check manufacturer and carrier compatibility.

**Step 2:** Scan the QR Code Correctly – Use the official QR code provided.

**Step 3:** Restart Device & Enable eSIM in Settings – Ensure the eSIM is set as active.

**Step 4:** Check Internet Connection – eSIM activation requires a stable Wi-Fi or mobile data connection.

## **ISSUE 19: MNP (Mobile Number Portability) Issues**

**Step 1:** Check Porting Status – Track request via app or SMS updates.

**Step 2:** Ensure Postpaid Dues Are Cleared – Outstanding balances may delay porting.

**Step 3:** Restart Phone After Porting Completes – Ensure the new SIM is active.

## **ISSUE 20: SIM blocked due to incorrect PIN/PUK attempts**

- Step 1:** Enter the Correct PUK Code – Found in the app.
- Step 2:** Avoid Multiple Incorrect Attempts – Too many wrong entries can permanently lock the SIM.
- Step 3:** Check Website for PUK Retrieval – Some allow self-service PUK retrieval.
- Step 4:** Disable SIM Lock Feature (If Unnecessary) – Prevent future lockouts by removing the PIN requirement.

## **ISSUE 21: Dual SIM issues (primary/secondary network switching)**

- Step 1:** Manually Select the Preferred SIM for Calls/Data – Set default SIM in phone settings.
- Step 2:** Ensure Both SIMs Are Active – Some phones disable one SIM when using data on the other.
- Step 3:** Check Network Mode Compatibility – Some phones allow only one SIM to use 4G/5G at a time.
- Step 4:** Restart Phone & Toggle Airplane Mode – Refresh network selection.
- Step 5:** Update SIM Slot Preferences – Swap SIMs between slots if one isn't working properly.

## **ISSUE 22: VAS Services Activated Without Consent**

- Step 1:** Check Postpaid Bill Details – Identify any extra charges for VAS services.
- Step 2:** Disable VAS via App/Customer Care – Remove unwanted services through an app or by calling customer support.
- Step 3:** Request a Refund for Unauthorized Charges – Raise a dispute if VAS was activated without consent.
- Step 4:** Enable DND Services – Prevent automatic activation of value-added services.

## **ISSUE 23: Difficulty deactivating VAS services**

- Step 1:** Use USSD Codes or SMS Commands – There are specific codes for VAS deactivation.
- Step 2:** Log in to an App/Website – Check for options to manage or remove active services.
- Step 3:** Monitor Balance Deductions – Ensure the service is deactivated and no further charges are applied.

## **ISSUE 24: OTT Subscription Not Working (Part of Postpaid Plan)**

- Step 1:** Ensure Account is Linked Properly – Use the registered number/email for login.
- Step 2:** Verify Plan Benefits & Expiry Date – OTT subscriptions may be valid for a limited period.
- Step 3:** Re-activate Subscription via App – Some plans require periodic reactivation.

## **ISSUE 25: Postpaid SMS Pack Activation Issues**

- Step 1:** Check Billing Cycle & Plan Benefits – SMS pack benefits may be linked to the monthly cycle.
- Step 2:** Restart Phone & Toggle Airplane Mode – Refresh network settings.

## **ISSUE 26: Unauthorized Access or SIM Swap Fraud**

- Step 1:** Block SIM & Request a New One – Prevent unauthorized access immediately.
- Step 2:** Enable SIM Lock & Two-Factor Authentication (2FA) – Strengthen account security.
- Step 3:** Monitor Bank & Online Accounts – Check for any suspicious transactions.
- Step 4:** Report to Cybercrime Authorities – Escalate serious fraud cases legally.

## **ISSUE 27: Complaints About Spam Calls, Phishing Messages, and Fraud Attempts**

- Step 1:** Register for Do Not Disturb (DND) Service – Reduce unwanted marketing and scam calls.
- Step 2:** Report Spam via SMS or App – Forward suspicious messages to your provider.
- Step 3:** Avoid Clicking on Suspicious Links – Never engage with unknown senders.
- Step 4:** Block & Report Fraudulent Numbers – Prevent future scam attempts.

## **ISSUE 28: Requests for Call Details, Call Forwarding, or Call Barring**

- Step 1:** Check Call Logs via App/Website – View call details securely online.
- Step 2:** Use USSD Codes for Call Forwarding/Barring – Activate/deactivate services via codes.
- Step 3:** Verify Account Ownership – Some details require identity verification.
- Step 4:** Set Up Call Restrictions if Needed – Limit international or high-cost calls for safety.

## **ISSUE 29: Account Hacking or Unauthorized Usage**

- Step 1:** Reset Account Passwords – Secure your portal and linked services.
- Step 2:** Check for Unauthorized Plan Changes or Activations – Ensure no extra services were added.
- Step 3:** Enable Account Security Features – Activate additional security settings.
- Step 4:** Monitor Data & Call Usage – Look for unusual spikes in activity.

## **ISSUE 30: Account Verification Issues**

- Step 1:** Ensure Correct ID Documents Are Used – Some verification steps need a valid ID.
- Step 2:** Retry with Alternative Verification Methods – Use different authentication methods.
- Step 3:** Check If Identification (Know Your Customer) Update is Needed – Some accounts need periodic KYC updates.
- Step 4:** Ensure Network Coverage for OTPs – Delayed messages could be due to weak signals.

## **ISSUE 31: Plan Upgrade/Downgrade Requests**

- Step 1:** Check the Available Plans in an App/Website – Compare pricing and benefits before changing.
- Step 2:** Ensure Compatibility with Current Plan – Some upgrades require changing the billing cycle.
- Step 3:** Confirm Pro-Rata Charges – Mid-cycle changes may result in partial charges.
- Step 4:** Restart Phone After Plan Change – Ensure the new plan is active.

## **ISSUE 32: Change of Address for Billing or SIM Activation**

- Step 1:** Update Address via Online Portal (If Available) – Some providers allow digital submissions.
- Step 2:** Provide Valid ID & Address Proof – Ensure documents match the requirements.
- Step 3:** Check for Service Availability at the New Location – Some plans may not be available in all areas.

## **ISSUE 33: Postpaid to Prepaid Migration**

- Step 1:** Clear Outstanding Bills – Unpaid dues can delay migration.
- Step 2:** Check Plan Differences Before Switching – Postpaid benefits (like credit limits) won't carry over.
- Step 3:** Wait for Processing Time (Usually 24-48 Hours) – Migration requires a approval process.
- Step 4:** Restart Phone After Migration – Ensure services are working properly.

## **ISSUE 34: Temporary Suspension/Reactivation of Service**

- Step 1:** Confirm Duration & Reconnection Fees – Some providers charge a fee for reactivation.
- Step 2:** Ensure Account is in Good Standing – Pending dues can block reactivation.
- Step 3:** Request a Hold If Traveling – Some will offer temporary suspension instead of full disconnection.

# **Broadband**

## **ISSUE 1: No Internet / Slow Speed**

- Step 1:** Restart Your Router & Modem – Refreshes the network connection.
- Step 2:** Check for Loose Cable Connections – Ensure cables are properly plugged in.
- Step 3:** Move Router to a Central Location – Avoid signal interference from walls and obstacles.

**Step 4:** Disconnect Unused Devices – Frees up bandwidth for better speeds.

**Step 5:** Run a Speed Test & Contact ISP – If speeds are lower than expected, report the issue.

## **ISSUE 2: Wi-Fi Not Connecting / Dropping Frequently**

**Step 1:** Restart Router & Reconnect to Wi-Fi – Fixes temporary connection issues.

**Step 2:** Forget & Reconnect to the Network – Resets stored settings for a fresh connection.

**Step 3:** Change Wi-Fi Frequency Band – Switch between 2.4GHz and 5GHz for better stability.

**Step 4:** Update Router Firmware – Ensures performance improvements and bug fixes.

## **ISSUE 3: Broadband Not Working After a Power Cut**

**Step 1:** Unplug Router & Modem, Wait for 5 Minutes, and Restart – Resets connection stability.

**Step 2:** Check If ISP is Experiencing Outages – Verify with the provider if there's a service disruption.

**Step 3:** Reset Router Settings to Default and Reconfigure – Restores the factory settings if needed.

## **ISSUE 4: Issues with Streaming or Gaming Lag**

**Step 1:** Switch to a Wired Connection (Ethernet) – Provides a more stable and faster connection.

**Step 2:** Prioritize Streaming/Gaming Traffic Using QoS Settings – Reduces lag by optimizing bandwidth.

**Step 3:** Reduce Network Congestion – Limit background downloads or streaming on multiple devices.

## **ISSUE 5: Wi-Fi Extender Not Working Properly**

**Step 1:** Place Wi-Fi Extender in a Strong Signal Area – Avoid placing it in weak coverage zones.

**Step 2:** Ensure Extender is Properly Configured – Check if it's connected to the main router.

**Step 3:** Restart Both Main Router and Extender – Refreshes the network connection.

## **ISSUE 6: Incorrect Bill Amount (Overcharges, Wrong Deductions)**

**Step 1:** Check Bill Summary – Review extra charges and hidden fees in the portal.

**Step 2:** Verify Plan & Usage – Ensure charges align with your subscribed broadband plan.

**Step 3:** Check for Additional Services – Look for any added subscriptions or router rental fees.

## **ISSUE 7: Bill Not Received / Delayed Billing**

**Step 1:** Check Spam or Promotions Folder – If billed via email, it may be filtered.

**Step 2:** Download Bill from ISP Portal – Manually access your bill through the broadband provider's website.

**Step 3:** Verify Billing Cycle – Check if the billing date has changed due to system updates.

## **ISSUE 8: Auto-Debit Issues (Extra Amount Deducted)**

**Step 1:** Review Bank & ISP Statements – Verify multiple deductions or incorrect charges.

**Step 2:** Disable Auto-Pay (If Needed) – Turn off auto-debit to prevent further issues.

**Step 3:** Confirm Extra Charges – Ensure deductions aren't for additional services or equipment rentals.

## **ISSUE 9: Refund Request for Failed Transactions**

**Step 1:** Check Payment Status – Verify if the amount was deducted but not credited.

**Step 2:** Wait for Processing Time – Refunds may take 24–72 hours to reflect.

## **ISSUE 10: Late Fee Disputes**

**Step 1:** Verify Bill Due Date & Payment Date – Ensure your payment wasn't late due to processing delays.

**Step 2:** Check for Payment Confirmation – Confirm the payment was successfully credited to your account.

**Step 3:** Request a Waiver – If you have a valid reason (billing delay, bank issue), ask for a one-time waiver.

**Step 4:** Provide Proof of On-Time Payment – Share bank/payment receipts to dispute wrongful late fees.

## **ISSUE 11: Plan Not Upgraded After Payment**

**Step 1:** Restart Router & Check Account – Refresh network settings and verify in the ISP app.

**Step 2:** Wait for Processing Time – Some upgrades take 24 hours to reflect.

## **ISSUE 12: Slow Speeds Despite Plan Upgrade**

**Step 1:** Check Router & Device Compatibility – Ensure your router supports the new speed.

**Step 2:** Test Speed on a Wired Connection – Wi-Fi speeds may be lower than advertised.

## **ISSUE 13: SIM-Based Broadband Not Connecting**

**Step 1:** Restart Router & Remove/Reinsert SIM – Refreshes the network connection.

**Step 2:** Check Network Mode in Router Settings – Ensure correct 4G/5G settings.

**Step 3:** Verify Data Plan Activation – Ensure there's an active broadband plan on the SIM.

## **ISSUE 14: Streaming Services Not Working (Bundled with Broadband Plan)**

**Step 1:** Check Account Linking – Ensure the correct email/phone is registered with the OTT platform.

**Step 2:** Confirm Plan Inclusions – Verify if the OTT subscription is still active with your broadband plan.

**Step 3:** Restart Router & Streaming Device – Refresh network settings for smoother access.

## **ISSUE 15: Security or Parental Control Services Not Working**

**Step 1:** Ensure Service is Active in ISP Portal – Some security features require manual activation.

**Step 2:** Check Router Settings – Parental controls might need configuration updates.

## **ISSUE 16: Slow broadband speed**

**Step 1:** Restart Router & Modem – Power cycle your devices to refresh the connection.

**Step 2:** Use a Wired Connection (Ethernet) – Wired connections offer more stability than Wi-Fi.

**Step 3:** Disconnect Unused Devices – Too many connected devices can reduce bandwidth.

## **ISSUE 17: Frequent Disconnection in Home Wi-Fi**

**Step 1:** Restart Router & Update Firmware – Regular updates fix stability issues.

**Step 2:** Reduce Interference – Keep the router away from walls, microwaves, and electronic devices.

**Step 3:** Check for Overloaded Network – Limit the number of active devices.

**Step 4:** Use 5GHz Wi-Fi for Stability – Switch from 2.4GHz to 5GHz if supported.

## **ISSUE 18: Fiber Optic / DSL Connection Setup Issues / DSL light blinking red**

**Step 1:** Please ensure all cables (DSL line, power cable, and Ethernet) are securely connected. Loose connections can cause issues.

**Step 2:** Let's try power cycling your modem/router:

- Turn off your modem/router,
- Wait 30 seconds,
- Turn it back on.
- Did the DSL light turn green after restarting?

**Step 3:** Test a different phone socket in your home if available. Disconnect all other devices sharing the line temporarily. Check for any line noise (static) if you pick up a connected phone.

## **ISSUE 19: Router/Modem Configuration Problems**

- Step 1:** Access Router Settings via Web Interface – Use the router's IP address (e.g., 192.168.1.1).
- Step 2:** Ensure Correct ISP Settings – Set up PPPoE, DHCP, or static IP as per ISP instructions.
- Step 3:** Update Router Firmware – Outdated firmware can cause performance issues.
- Step 4:** Reset Router to Factory Settings – If misconfigured, reset and reconfigure it.

## **ISSUE 20: Public Wi-Fi Authentication Issues**

- Step 1:** Ensure Wi-Fi Login Page Loads – Open a browser and try navigating to a non-HTTPS site.
- Step 2:** Accept Terms & Conditions – Some public networks require agreement before access.
- Step 3:** Disable VPN & Custom DNS Settings – These can interfere with authentication pages.
- Step 4:** Forget & Reconnect to the Network – Remove the saved network and try reconnecting.
- Step 5:** Check Wi-Fi Limitations – Some public networks have device limits or time restrictions.

## **ISSUE 21: Unauthorized Access or Account Hacking**

- Step 1:** Reset Router & Wi-Fi Passwords – Change passwords immediately to secure your connection.
- Step 2:** Enable Router Firewall & WPA2/WPA3 Security – Protect against unauthorized access.
- Step 3:** Monitor Connected Devices – Check your router settings for unknown devices.
- Step 4:** Disable Remote Access (If Unused) – Prevent unauthorized external access to your network.

## **ISSUE 22: Complaints About Spam Emails, Phishing Messages, and Fraud Attempts**

- Step 1:** Use Spam Filters in Email Services – Block phishing attempts automatically.
- Step 2:** Report Suspicious Emails to Your ISP – Inform your provider about fraudulent emails.
- Step 3:** Do Not Share Wi-Fi Credentials Publicly – Avoid unauthorized users connecting to your network.
- Step 4:** Monitor Data Usage for Unusual Activity – Unexpected data spikes can indicate security threats.

## **ISSUE 23: Requests for Usage Details, Billing, or Plan Changes**

- Step 1:** Check Usage & Bills via ISP App/Website – Track your data consumption and billing history.
- Step 2:** Request Call/Internet Usage Breakdown from ISP – Get a detailed report if needed.
- Step 3:** Verify Account Ownership for Plan Changes – Identity verification may be required.
- Step 4:** Set Up Data Limits or Parental Controls – Restrict access to certain websites or services.

## **ISSUE 24: Account Verification & Security Updates**

- Step 1:** Ensure Updated Contact Details with ISP – Keep your email and phone number up to date.
- Step 2:** Enable Two-Factor Authentication (2FA) for ISP Account – Adds an extra layer of security.
- Step 3:** Secure Router Admin Panel with a Strong Password – Prevent unauthorized access.
- Step 4:** Check for Suspicious Login Attempts – Some ISPs provide security alerts for unusual activity.

## **ISSUE 25: Plan Upgrade/Downgrade Requests**

- Step 1:** Check Available Plans via ISP Website/App – Compare speed and data limits before switching.
- Step 2:** Ensure No Downtime During Upgrade – Some changes may cause temporary disconnection.
- Step 3:** Confirm Billing Cycle Adjustments – Mid-cycle changes may affect charges.
- Step 4:** Restart Router After Plan Change – Ensure the new speed or data limits apply.

## **ISSUE 26: Change of Address for Broadband Connection**

- Step 1:** Check for Service Availability at New Address – Some ISPs don't cover all locations.
- Step 2:** Request Relocation via App or Customer Care – Some providers offer an online address change.
- Step 3:** Provide Valid Address Proof – Some ISPs require documentation for relocation.
- Step 4:** Schedule an Engineer Visit (If Needed) – A technician may need to set up the new connection.

## **ISSUE 27: Switching from Broadband to Fiber**

- Step 1:** Check Fiber Availability in Your Area – Not all locations support fiber internet.
- Step 2:** Ensure Your Router is Fiber-Compatible – Some modems may not support fiber speeds.
- Step 3:** Schedule an Installation Appointment – A technician may need to replace your existing setup.
- Step 4:** Confirm Speed & Plan Benefits Before Switching – Fiber plans may have different pricing and benefits.

## **ISSUE 28: Temporary Suspension/Reactivation of Service**

- Step 1:** Request Suspension If Going on Vacation – Some ISPs allow holding a connection for a fee.
- Step 2:** Check If Reactivation Fees Apply – Some providers charge a fee for restarting service.
- Step 3:** Ensure Account Is in Good Standing – Pending payments can delay reactivation.
- Step 4:** Restart Router After Reactivation – Refresh settings to restore connection.