Q) What is the process for switching from a prepaid to a postpaid connection?

A) Under the Postpaid tab on Airtel website, select Switch Prepaid to Postpaid. Choose the Postpaid

plan and click on Buy. Enter your registered Airtel number and other details. After successfully

submitting your KYC documents, your new postpaid connection will be activated within 48 hours.

Similarly, you can repeat the process via the Airtel Thanks app, wherein you need to choose the

Prepaid to Postpaid option under the Postpaid tab and enter your registered mobile number and

other details. You will get an OTP and you must select a postpaid plan as per your choice. Your plan

will be activated in 2-3 working days.

Q) Can I keep my current phone number when switching from a prepaid to a postpaid plan?

A) Yes, your mobile number will remain the same while switching from a prepaid to a postpaid plan.

Q) Do I need to visit a store to switch to a postpaid connection, or can I do it online?

A) You can either visit the nearest Airtel store or get an online postpaid connection via the Airtel

Thanks App.

Q) Can I upgrade from another operator's prepaid connection to an Airtel postpaid plan?

A) You can SMS "PORT" to 1900 from your existing connection to upgrade from another operator's

prepaid connection to an Airtel postpaid plan. After successfully submitting your KYC documents,

your new postpaid connection will be activated within 96 hours (Except J&K & NESA).

Q) What documents must I provide when switching from a prepaid to a postpaid A

A) You need to provide your proof of identity, proof of address, and a recent passport-size photograph to switch from a prepaid to a postpaid connection.