Q) How to make prepaid recharge online?

There are 2 options to choose from. You can download the Airtel Thanks App or visit make the recharge on airtel.in.

Q) Do you know the charges for digital payment? Are there any additional charges?

No, there are no hidden or extra charges. Your validity recharge is including Tax and Talk time is excluding Tax

Q) Is it possible to upgrade your existing prepaid plan?

Of course, you can. Airtel has a wide range of plans with various benefits, offers, and much more. Please download

and login to the Airtel Thanks App for more features.

Q) How can I see the available offers on prepaid plans?

Kindly login to the Airtel Thanks app and browse Prepaid Plans. Alternatively you may see all the latest available

plans with all details once you proceed to select your plans on airtel.in.

Q) Will I get the balance and data rollover, if I recharge my prepaid number before the validity expires?

The plan will only be activated once you have exhausted your current plan. To know the plan expiry kindly login into

the Airtel Thanks app. However, the data rollover feature is only available on our postpaid plans.

Q) How can I top up my mobile number?

Airtel provides a wide range of top-up plans. Kindly login to Airtel Thanks app to view them. Alternatively, you may

see all the latest available plans with all details once you proceed to select your plans on airtel.in.

Q) Can I recharge my number while the prepaid balance is not exhausted?

You can always recharge your number before your prepaid balance is exhausted. This ensures that your mobile

phone experience isn't affected. Your new prepaid balance will get activated only when the duration of the previous

prepaid pack is completed.

Q) Can I recharge my mobile number with a debit card?

Yes. Airtel provides a wide range of payment modes. You can recharge your account with all types of debit and

credit cards, net banking, UPI, and Mobile Banking accounts/ wallets such as Airtel Payment Bank, PayTM,

AmazonPay, etc. Kindly login to the Airtel Thanks app or visit airtel.in.

Q) How to do prepaid sim recharge through SMS?

No, we apologise. There's no process to recharge through SMS.

Q) How to recharge prepaid sim for International roaming?

It's simple. Login to the Airtel Thanks app or login to your Airtel account on our website, choose the roaming plan

that best meets your needs and make the payment.

Q) Are there any roaming charges for prepaid plans within the country?

No, there are no roaming charges within the country. You can use our prepaid network all over India, worry-free!

Q) What to do if I recharged a wrong number?

All you have to do is send a text message — Send SMS to 51619 with WRR (wrong number transaction ID) amount

(right number). By doing this, you will be able to shift the wrong number recharge to Airtel's correct number.

Q) Is there any cancellation process after recharging my number?

No. Users can't cancel a recharge after the recharge is successful.

Q) How to check the recent transactions of recharges for prepaid?

Recent transaction history is available in your Airtel Thanks app. Android users can download the app from the

Google Play store. Apple users can download the app from the iTunes store.

On airtel.in, you need to log in and visit your account by clicking the profile icon in the top right corner. Now, select

the transaction history option from the menu. You will be able to see the list of all your prepaid recharge

transactions here. You may also view the transaction history in the "recent recharges" segment as you recharge

your number after you are logged in.

Q) What are the minimum and maximum recharges for prepaid mobile numbers?

We have different minimum recharges as per our offerings that is as follows:

For Minimum Recharge

- 299 offers Unlimited calls, 1 GB data with 28 days Validity

22 offers you 1 GB data

For Maximum Recharge

- 3599 offers Unlimited calls, 2 GB data per day with 365 days validity

Q) Can any non-Airtel customer recharge the Airtel Prepaid number for someone else?

Yes, you can recharge any Airtel prepaid number even when you are not an Airtel customer. Kindly visit airtel.in and

select prepaid recharge, then enter the phone number and then select the recharge amount. Also, you may

download Airtel Thanks App and recharge using a wide range of payment modes.

Q) How to contact Airtel Customer Care?

You may contact Customer Care through the Airtel Thanks app. Go to the Help section present at the bottom of

the app screen. It opens a window to chat with an executive, raise a complaint, and track their requests here.

Q) How to extend my prepaid sim validity, data, or a balance?

There are various Airtel recharges that help in extending prepaid sim's validity, data, or balance. You can check the

plans on the Airtel Thanks app or on our website.

Q) How to check Airtel Prepaid balance & validity?

Download the Airtel Thanks app to check your Airtel prepaid number balance and validity. The recharge section in

the app will help you see your active plan, validity, and data balance.

Q) Is there any grace period after the prepaid plan expiry?

Yes, there is a grace period of 7 days after the plan expires to receive incoming calls. Recharge your phone in these

7 days to continue receiving calls.

Q) Do we need to recharge Airtel prepaid every month?

Yes, you need to recharge Airtel prepaid number every month depending on your active plan. Ifyou have a long-

term plan active for 365 days, you won't have to recharge your prepaid number each month.

Q) How to download the receipt of prepaid recharge?

Follow the below steps to download the receipt of prepaid recharge:

• Open your Airtel Thanks app.

• Go to the Help section of the app.

• Click on 'transaction history.'

• Now, tap on the recharge you wish to download the receipt for.

• You will see a button called 'Download Receipt'. Tap on it.

The receipt will be downloaded in PDF format on your phone.

Q) What are the OTT subscriptions offered by Airtel?

There are various OTT subscriptions offered by Airtel. Here are a few you can claim with prepaid recharges:

• 1 Year Disney+ Hotstar mobile subscription worth Rs. 499

• 28 or 30-days Amazon Prime Video mobile edition free trial

• Free online courses on Shaw Academy for a lifetime