**Frequently Asked Questions (FAQs)**

**1. Question: How can I recharge my prepaid mobile number?**

**Answer:** You can recharge via our website, mobile app, or by visiting a nearby retailer. Just enter your number, choose a plan, and make the payment.

**2. Question: What payment methods are accepted for recharge?**

**Answer:** We accept credit/debit cards, UPI, net banking, and digital wallets like Paytm, Google Pay, and PhonePe.

**3. Question: How can I check my prepaid balance and validity?**

**Answer:** Dial \*#123# or use our mobile app to check your balance, data usage, and validity details.

**4. Question: What should I do if my recharge is unsuccessful but payment is deducted?**

**Answer:** If the recharge fails, the amount will be refunded within 24-48 hours. Contact support if the issue persists.

**5. Question: Can I extend my existing prepaid plan?**

**Answer:** Yes, you can recharge with the same or a different plan before expiry. The new validity starts after the current plan ends.

**6. Question: Do I get cashback or discounts on prepaid recharges?**

**Answer:** Yes, we offer cashback and discount coupons on select recharges. Check our app or website for ongoing offers.

**7. Question: Can I change my prepaid plan after recharging?**

**Answer:** No, once a recharge is done, it cannot be changed. You may add data or call add-ons separately.

**8. Question: How do I activate an OTT subscription with my recharge plan?**

**Answer:** After recharging, you will receive an SMS or email with activation steps for OTT services like Netflix or Hotstar.

**9. Question: Can I carry forward unused data to the next cycle?**

**Answer:** Some plans support data rollover. Check plan details before recharging to ensure data carryover is available.

**10. Question: What happens if I don’t recharge after my plan expires?**

**Answer:** Your outgoing services will stop immediately, and incoming calls will be blocked after a grace period. Recharge soon to continue using services.

**11. Question: Can I recharge someone else's number from my account?**

**Answer:** Yes, you can recharge for family or friends by entering their mobile number on our website or app.

**12. Question: Is there any way to set up automatic prepaid recharges?**

**Answer:** Yes, you can enable auto-recharge using UPI or cards on our platform to avoid service disruptions.

**13. Question: What is the difference between unlimited and daily data plans?**

**Answer:** Unlimited plans offer high-speed data with reduced speeds after a limit, while daily plans provide a fixed amount per day.

**14. Question: How can I check my recharge history?**

**Answer:** You can view your past recharges in the “Transaction History” section of our app or website.

**15. Question: Do you offer special recharge plans for students or senior citizens?**

**Answer:** Yes, we have exclusive discounted plans for students and senior citizens. Check our website for details.

**Testimonials:**

**1.**

**Customer Name:** Gokulakannan Sv  
**Feedback Title:** Seamless Recharge Experience!  
**Feedback Brief:** I’ve been using this service for months now, and it has never failed me. Super quick recharge process with amazing offers! Highly recommended.  
**No. of Days After Posting the Feedback:** 7 days

**2.**

**Customer Name:** Monk  
**Feedback Title:** Best Plans with OTT Benefits  
**Feedback Brief:** I love the entertainment plans! Got a Netflix subscription included with my recharge, and it’s a great value for money. Smooth activation process too.  
**No. of Days After Posting the Feedback:** 14 days

**3.**

**Customer Name:** Dhanush   
**Feedback Title:** Reliable Network & Speedy Data  
**Feedback Brief:** The data speed is fantastic! Even during peak hours, I get uninterrupted browsing and streaming. The unlimited plans are a lifesaver!  
**No. of Days After Posting the Feedback:** 30 days

**4.**

**Customer Name:** Varun   
**Feedback Title:** Hassle-Free Auto Recharge  
**Feedback Brief:** I set up auto-recharge, and it works perfectly! No more worrying about my plan expiring. Love the convenience.  
**No. of Days After Posting the Feedback:** 10 days

**5.**

**Customer Name:** Gobi Krishna  
**Feedback Title:** Best Budget Plans for Students  
**Feedback Brief:** As a student, I needed an affordable yet effective plan. The budget plans here are great, offering enough data and validity for my needs.  
**No. of Days After Posting the Feedback:** 21 days

**6.**

**Customer Name:** Kamal Raj  
**Feedback Title:** Quick Refund Process!  
**Feedback Brief:** Had an issue with a failed recharge, but the refund was processed within 24 hours. The support team is super helpful and responsive!  
**No. of Days After Posting the Feedback:** 5 days