8398 XXXX XXXX 0000 547

**User Dials 1299**

**Greetings will be played <Good morning>, <Good afternoon> & <Good evening as per the time of call.**

**Check whether user have language profile or not**

**Your Language has been changed as per your preference is\_confirm.vox**

**Check language selection by user, incase no input, default circle language will play**

**No**

**Press 1 to select <Hindi> Press 2 for <English>, Press 3 for Regional Language**

**Yes**

**Check Pre/Post CDMA**

***Dear Customer, pls note if you have purchased Reliance 4G SIM then proceed to complete activation process by pressing “1” if 4G SIM is not purchased then press “2”***

**Pls purchase your Reliance 4G SIM from the nearest reliance store and then dial 1299 again for activation. Thank you**

**CDMA Key press 2**

**Check Response**

**Key Press 1**

**4G SIM change process can only be initiated through the MDN number which you wish to change. <Call to be disconnected>.**

***If the number you have dialed from is to be upgraded to 4G then press “1”else press “2”***

**Dear Customer to upgrade to Reliance 4G, please enter the 19 digit SIM number carefully that is at the back of your SIM**

**Key press 2**

**Key press 1**

**9321XXXXXX**

1. If the SIM number entered is >< 19 digits.- **Done**
2. If a different series SIM number is entered which is not a LTE SIM no – **Done**
3. For request already received via SMS Same MDN & Same SIM- **Done**
4. For request already received via IVR Same MDN & Same SIM- Prompt done
5. If recharge is not done – **Done**
6. If a different series SIM number is entered which is not a LTE SIM no- **Done**
7. MDN already mapped to a different SIM number: 2nd/3rd attempt with different SIM number – **Done**
8. SIM Already mapped to valid MDN number. Eg. Already registered SIM no is tried by another MDN –**Done**

***Once SIM number is entered***

**API check possible scenarios**

**If the recharge has been done or not done by the customer**

**Dear Customer the SIM number you have entered is invalid pls enter again**

**Dear Customer your request has already been received via IVR/SMS.**

**If SIM number is entered incorrectly <take inputs 3 times>**

**Done Not done**

**Dear Customer pls get a recharge done for Rs 25/99 and then dial 1299 again for completing 4G activation process**

**If this is a fresh request, for the first time form a unique MDN and the SIM number entered matches the SIM universe**

**If SIM no is entered correctly**

**Dear Customer pls dial 1299 (toll free) for activating 4G services. Call disconnect**

**Dear Customer, to re-confirm pls listen to the SIM number that you have entered carefully once again**

**Dear Customer, pls re-enter the SIM number once again. <This will be prompted thrice and then call will be disconnected>.**

**Customer input**

**Press 1 if correct, else Press 2**

You have entered 8398 XXXX XXXX 0000 547

**Press 2**

Press **1**