Preferred Number

Preferred Number

- **What is the difference between Choice Number & Preferred Number?**

    a) Preferred Number can be booked by entering complete 10-digit mobile number whereas only 5 digits are entered to search choice number.

- **Benefits:**

    a) If number is disconnected and customer want the same number post 90 days, customer can book the number through Preferred number (if available)

    b) Any inflight cancelled non vanity number can be allocated through this functionality
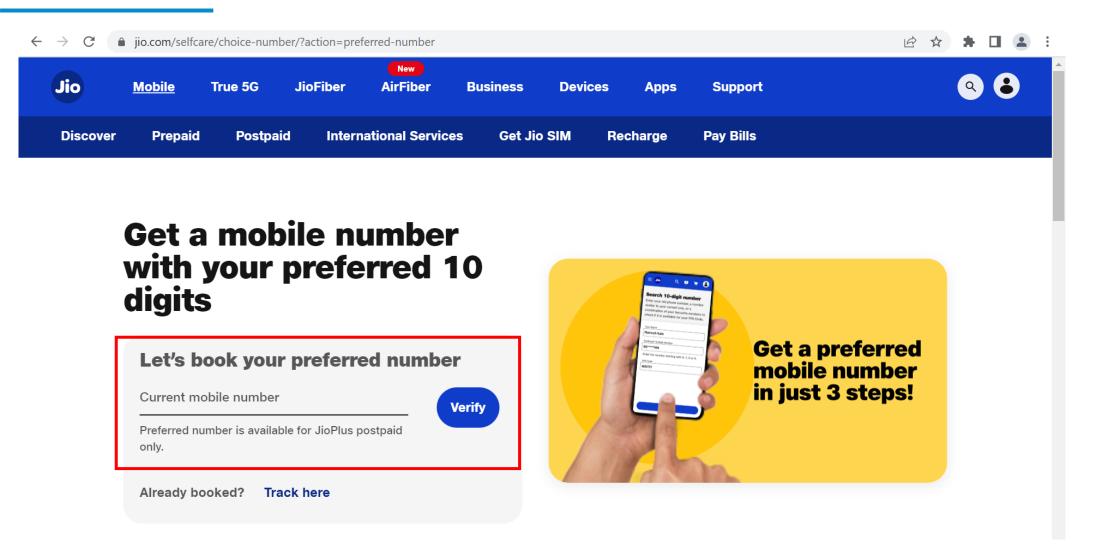
Preferred Number

- **Process**

  - Preferred number can be booked by clicking on https://www.jio.com/preferrednumber

  - Enter Alternate Mobile Number (AMN)

  - Enter OTP (received on AMN)

  - Customer to enter his/her name & PIN Code

  - Search Preferred 10-digit Mobile Number

  - If available proceed for payment

  - Preferred number is charged at nominal price of Rs. 499/- per number

  - On successful Payment Number will be booked

  - The Number will be reserved for 15 days

  - The Number to be activated in JioPlus Postpaid plans in retail segment only

  - Reference Code will be shared on AMN

  - The booked number need to be activated within same LSA/State/Circle
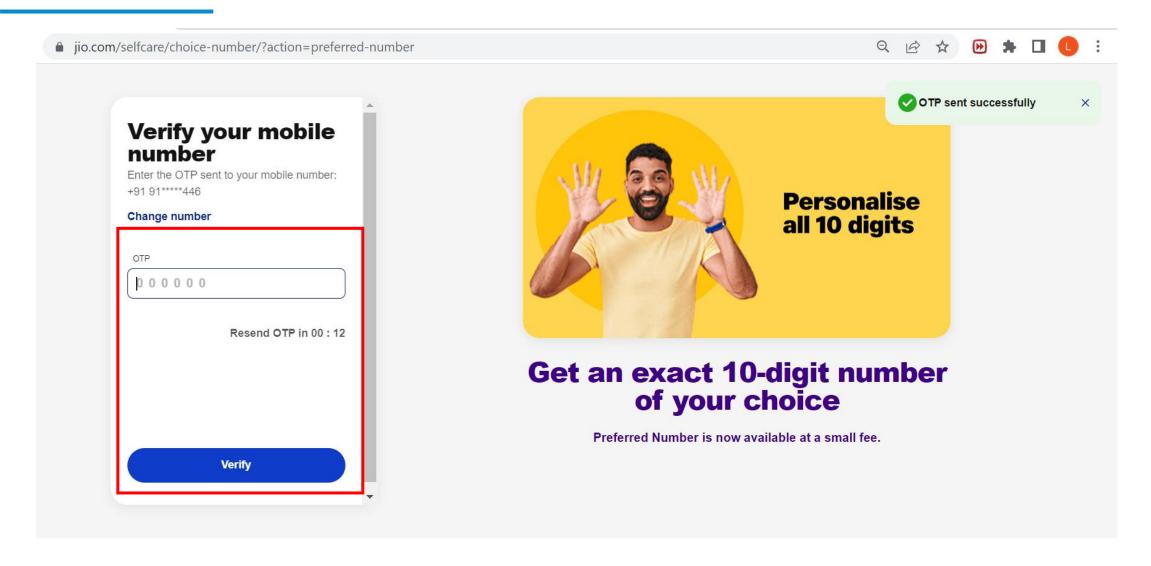
Preferred Number

- **FAQs**

  a) Preferred number booking and activation is same as Choice number

  b) While booking the Preferred number if payment is not completed then try to book the same number after 90 Minutes

  c) Reference tag would be of 10 digit (alphanumeric) same as Choice number

  d) Regular notification on AMN to customer for completing activation

  e) Customer can Fetch the reference tag details through SMS/MyJio

  f) Validity of booking code is of 15 days from the date of booking & amount is non-refundable if booking code is expired

  g) For any Order that is cancelled/rejected at the time of onboarding, the booking amount paid will be refunded in the source account within 7 days

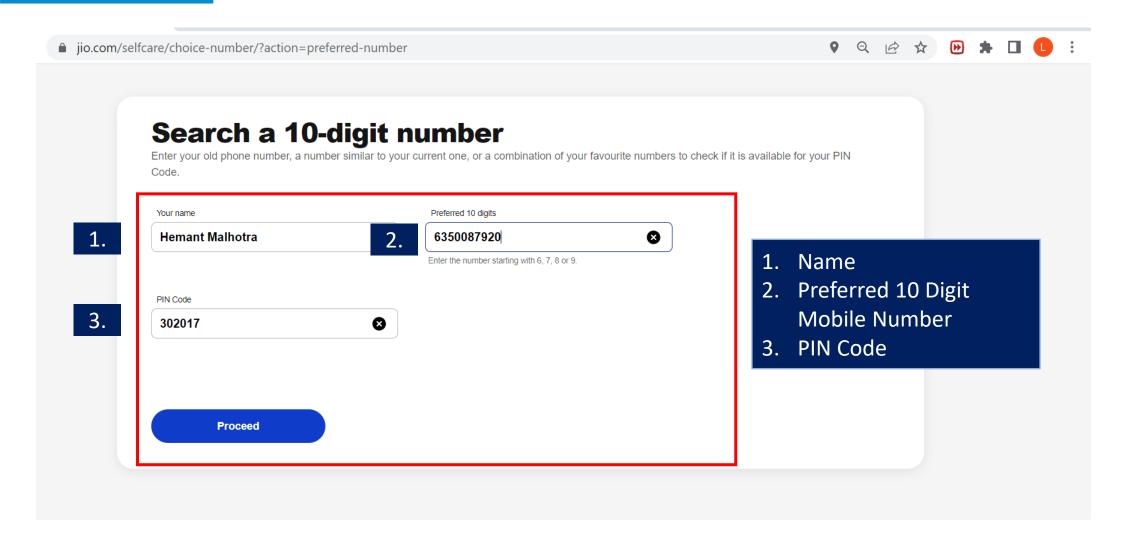 h) LRN of 10-digit number can be validated through as per the existing process in Novel-vox
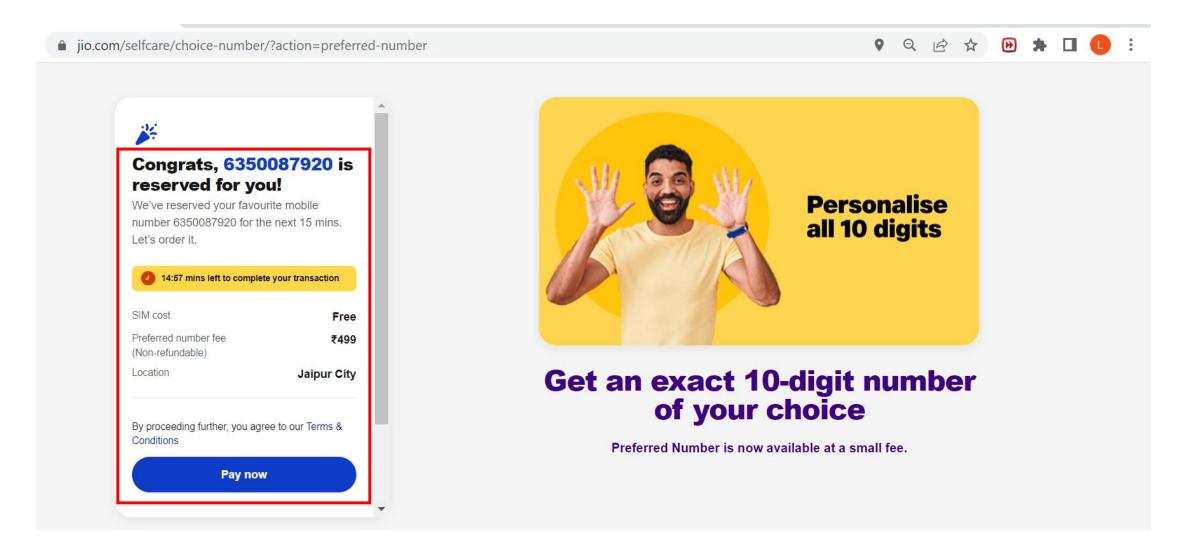
Preferred Number Flow

Enter Alternate Mobile Number

Preferred Number Flow

Enter OTP and click on Verify

Preferred Number Flow
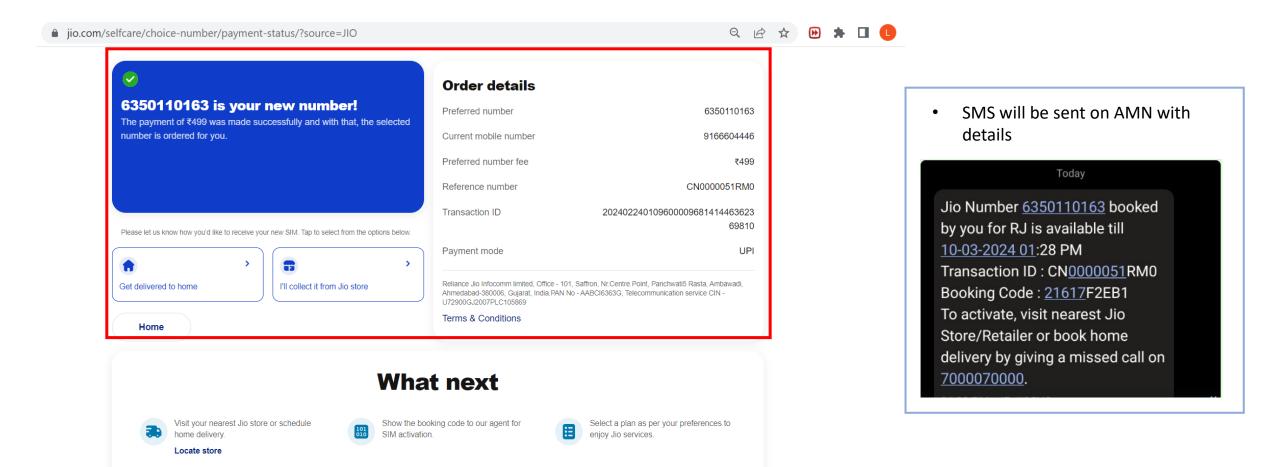
Enter details and click on Proceed

Preferred Number Flow
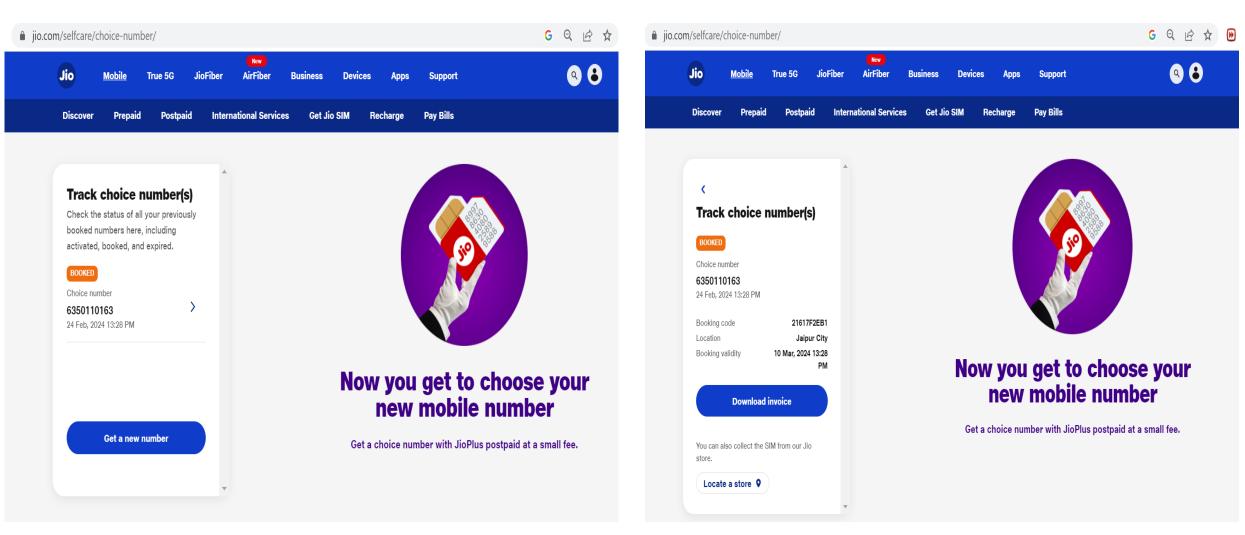
Verify details and click on Pay Now

Preferred Number Flow

- SMS will be sent on AMN with details

After successful payment Order detail will be displayed

Preferred Number Flow

Customer can view Reference Tag and Validity from Track Order Tab