How to buy a new broadband connection?
Steps to buy Airtel new broadband connection:-
   • Visit Airtel Broadband webpage
   • Select best internet plan
   • Fill the form and submit it, after that you will get a new broadband connection installed at your preferred address.

How long does it take for new broadband connection to become active?
Within 48 hours new broadband connection becomes active.

How much to pay for the broadband router?
It will be provided free of cost irrespective of any Airtel broadband plan you may choose.

Should I choose broadband Internet or stick to dongle?
Broadband Internet will give you a better overall experience than a dongle. Dongles are normally portable Internet connections that you plug directly into your laptop or desktop computer. Meanwhile, broadband Internet connections are provided for multiple devices and are laid out over copper or fiber optic cables. I suggest you take up Airtel broadband for your home, because you will get a really good deal on the plan.

Will I get the maximum broadband speed promised in the plan?
The speed of internet shall vary as per your exact location. It will be confirmed before installation process.

Will I receive landline/telephone/handset/receiver with the broadband router?
While you shall receive unlimited Local and STD calls, the landline/telephone/handset/receiver instrument will not be provided from our end.

For LCO cities, same rules apply basis approvals from BSNL authorities.

How is broadband different from WiFi?
Wifi is a technology that uses a router to create a Wireless Local Area Network (WLAN) to connect devices such as computers, tablets and smartphones with one another. This technology uses radio waves and does not require an Internet connection. Broadband is the technology that connects a home computer or network to the Internet using cables, satellite or mobile connection.

Why is Airtel broadband best for home?
The Airtel Broadband employs the most modern broadband technology called Airtel Xstream Fiber with the fiber optic connectivity with speed up to 1 Gbps. The Airtel broadband connections also come with their own free router, unlimited STD and local calls and unlocks rewards such as subscription to Airtel Xstream app and Amazon Prime.

Do you need broadband to have WiFi?

You can have a wifi network without the broadband, however without the internet connectivity the wifi will have some very limited features. You can use it to interact with other devices at home and use it for things like offline file transfer, streaming media to other devices, and controlling your computer remotely.

Does broadband Internet need a phone line?
The broadband connection does not require a phone line however some broadband connections come with a phone connection. You can use the phone for making calls and use the broadband for internet connectivity at the same time, which was not the case with the earlier dial up connections.

Which is better WiFi or Broadband?
While both wifi and broadband have their own benefits, the broadband is a better choice for majority of the users since it provides faster speeds. The broadband connection is also less susceptible to being hacked since it is more secure.

How to check Airtel broadband usage?
You can check the Airtel Broadband usage through the Airtel Thanks app. Once you have logged into your account using the registered mobile number and DTH, you will get the various accounts including the Fixed Line Broadband. Your usage of broadband will be displayed there as well as your outstanding bills.

How can I get Airtel broadband connection?
You can buy the Airtel Broadband connection in just three easy steps. First you need to open the Airtel broadband page on your computer or smart device, choose your city and the broadband plan that you wish to opt for. You will be directed to a different page where you need to provide your details and you will receive a call from the installation team regarding your convenient installation time and location.

Is Airtel broadband Wireless?
All the Airtel Broadband connections come with the free wifi router and therefore the customers can use it wirelessly.

How to change my existing Airtel broadband plan?
You can log into the Airtel Thanks app and choose the Fixed Line Broadband account. There you will be provided the option to manage your connection and taken to the page where you can change your plan.

How is Airtel Xstream Fiber better than the regular broadband connection?
The Airtel Xstream Fiber promises higher speed and more stable connection due to the Fiber Optic technology used by Airtel in comparison to the traditional cables. The router is also better with Gigabit ports to accommodate the Airtel internet speeds that go up to 1 Gbps.

1) What is the Airtel DTH HD connection?

The Airtel DTH HD connection brings home your entertainment in high picture and sound quality. With our range of Set Top Boxes, you can subscribe to our pre-curated packs or make your own selection of channels at will.

2) Which DTH Is Best?
Airtel Xstream Box is the most feature-rich and technologically advanced DTH connection in India. The built-in Chromecast which provides the customers access to the OTT content. The Android TV OS also helps you install apps and games directly to TV making any TV set a Smart TV.

3) How to add or remove channel from your DTH connection?
   • With just few clicks smartphone user can add or remove channels through Airtel Thanks App click here.
   • Send an SMS with ADD to 54325 from your registered mobile number. Please keep your DTH setbox ON while sending sms.
   • You can also follow the following steps:
Start the Airtel DTH set top box and TV & put on channel 998 a Code will come as a confirmation for success. Use your registered mobile number and send the Code as an SMS to 54325
   • Send an SMS with REM to 54325 from your registered mobile number. Please keep your Setbox ON while sending sms.
   • You will receive a confirmation message with the add or removal of the channel.

4) How to recharge Airtel DTH?
Visit airtel DTH recharge
   • Enter your DTH Subscriber ID
   • Enter the recharge amount or browse for plans
   • Confirm and pay through Airtel Payments Bank, Debit/Credit card or Netbanking

5) How to change Airtel DTH HD Plan?
You can easily Change the Airtel DTH HD plan by logging into your account on the Airtel website and choosing the DTH account. You can then go to the 'Connections' tab and 'Change Base Pack' option. You can then choose one of the preset plans or make your own pack.

6) How to select channels in Airtel DTH HD?
You can select channels for your Airtel DTH HD through the TV set itself:
   • Turn on Airtel Digital TV
   • Put on the Channel No. 998
   • The On-Screen instructions will guide you to make the choice
   • Confirmation code is displayed once done
   • The Code has to be sent to 54325 from your registered mobile

7) How to check Airtel DTH balance?
You can check the Airtel DTH Balance in the following 3 ways:

- SMS 'BAL'
- From your registered mobile give a missed call to 81300-81300
- On the Airtel Thanks App on the Services page, the DTH account has the balance

8) Which Is The Best DTH HD Connection?
Airtel is considered the best DTH HD connection in India by customers and industry experts because of the cutting-edge features that are included in their offerings. Another reason to make Airtel DTH the best in the market is the attractive packages and pricing of its packs.

9) How can i talk to Airtel DTH Customer Care?
Airtel DTH CC has all the contact numbers according to the state that you are calling from. You can also call the toll free number 1800-103-6065 from any mobile or 12150 from an Airtel mobile.

10) How to change Registered Mobile Number in Airtel DTH?
To change the registered mobile number you can follow this link: https://www.airtel.in/airtel-update-rtn/digitaltv-rtnhome. You need to provide your customer ID and confirm a few details such as your plan and last recharge amount before getting the option to choose your new registered mobile number.

11) How to change display language on my Airtel DTH set top box?
This can be done through your Airtel Digital TV:
- On your remote press menu go to 'User settings'
- In the Language setup, set your language preference and choose the language you want
- Select and press Menu again
- Select 'Yes' on the next screen to confirm.

12) How to refresh my Airtel DTH HD Set top box?
Give a missed call to 8448284708 from your registered mobile number to refresh your connection. OR Send an SMS from your Registered Mobile Number 'HR' to 54325. If you are sending the SMS from a mobile apart from Registered Mobile, send 'HR'

13) How to activate channel in Airtel DTH Online?
It can be done in the following steps:
- Start the Airtel DTH and TV
- Put on channel 998
- Follow the instructions on the screen
- A Code will come as a confirmation for success
- Use your Registered Mobile Number send the Code as an SMS to 54325

14) What is Airtel DTH customer care number?
Customers can call the 24x7 helpline number 1800-103-6065 toll-free or the helpline number from their region as listed here https://www.airtel.in/digital-tv/dth-contact-us/customer-care The Airtel customers can use their Airtel mobile or landline number to call 12150.

15) How to deactivate Airtel DTH channel?
Send Rem

16) What is the monthly pack of Airtel DTH?
The monthly packs of Airtel DTH are a curated list of channels that are bundled together and priced monthly. You can customize it anytime and change it for the next month is you want.

17) Is Airtel Xstream Free?
Airtel Live TV is now Airtel Xstream and it is available as a part of Airtel Thanks Rewards to the Airtel Broadband, Airtel DTH, and Mobile customers. You can log in to the Airtel Thanks App to know if it is included in your rewards. Please note that you will incur charges for data consumption data providers.

18) What is the Airtel HD Media Player Set Top Box?
The Airtel Xstream Box is a new age DTH television box that enhances any television with brilliant HD picture clarity and Dolby Digital Sound. The Box allows you to Pause, Play, and Record live TV with our recording feature. What sets the HD Media Player Box apart is its ability to let you plug in a pen drive and watch your own content on your TV screen.

19) Why my Airtel DTH is suspended?
The Airtel DTH is suspended if you do not carry out the minimum recharge amount after the due date. To restart the services you need to do the recharge and call the customer care to restart the subscription.

20) What is covered in the price that I pay for a new Airtel DTH connection?
Included in the cost is the Airtel Set Top Box, the outdoor unit (dish antenna, wire), the remote, delivery and installation. We also give you subscription to linear TV channels in the same cost – you can choose monthly, six monthly, or annual subscriptions.

21) How many channels can I subscribe to?
Airtel DTH hosts over 550 channels on its platform – you can subscribe to as many as you wish.

22) How to check the last recharge in Airtel DTH?
The last recharge can be viewed in the Transaction History section of the Airtel Thanks App by choosing your DTH account from the Services tab.
Airtel Xstream Box & Airtel Smart TV FAQs
1. What is Airtel Xstream TV?
The Airtel Xstream TV is a new age DTH connection that enhances any television into a smart TV. It enables you to watch online content via various OTT apps such as Netflix, Amazon Prime Video, Hotstar, etc. - on your big TV screen. The built-in Chromecast also enables voice search with Google Assistant.

2) How does Airtel Xstream TV connection work?

The Airtel Xstream TV connection runs on Android 9.0 Pie-based Android TV OS and through the Google Play Store has access to 5000+ Apps and Games. Popular streaming OTT apps can be installed along with the usual DTH functionality.

3) What is Airtel Xstream TV Set-Top Box?
The Airtel Xstream TV set top box is a DTH Set Top Box (STB) which is integrated with a Chromecast so that it can stream OTT content in addition to the usual DTH services.

4) Does Airtel Xstream TV connection need the Internet?
The Airtel Xstream TV requires a WiFi connection or a mobile hotspot to connect to the Internet. The video streaming quality of Airtel Xstream TV also depends on the Internet speed.

5) Why should I buy an Airtel Xstream TV connection?
Airtel Xstream TV is one of the best and the most feature-rich and technologically advanced DTH connections in India. It provides the customers access to the OTT content and comes with a built-in Chromecast. The Android TV OS also helps you install apps and games directly on your TV, making it a Smart TV.

6) What is covered in the price that I pay for a new Airtel Xstream connection?
Included in the cost is the Airtel Xstream TV set top box and the outdoor unit (dish antenna, wire) installation fees, the remote and delivery fees. We also give you subscription to linear TV channels in the same cost – the validity of which is as per the offer available for you. With every Airtel Xstream TV connection, you also get free 3 months subscription to the content on the Airtel Xstream Play app – which is pre-integrated with the Airtel Xstream TV connections and free 3 months subscription to Amazon Prime.

7) Can I continue watching OTT/online content on the Airtel Xstream TV if I do not subscribe to linear DTH channels/packs?
In order to avail the features of the Airtel Xstream TV including accessing OTT apps and online content, you have to keep your Airtel DTH account recharged with a minimal monthly amount. We have monthly packs beginning as low as Rs 153.
1.) What is Airtel Postpaid?
Postpaid is a telecom service plan where you are billed a predetermined amount at the end of the month of usage. The month is called the billing cycle and may not refer to a calendar month.

2.) What is the difference between prepaid and postpaid?
The main difference between prepaid and postpaid is that for the prepaid connection you recharge before the usage of the telecom services and in the postpaid connection you pay after the usage.
3.) Which is the best plan for me?
The answer to this depends upon the usage that you have. All Airtel Postpaid plans have unlimited calling, daily SMS and a bundle of data (that can be carried forward to next month up to 200GB if not used) You can choose the one that fits your needs. Check out the available plans here:

https://www.airtel.in/myplan-infinity/

4.) How can I upgrade my SIM to Airtel 4G SIM?
You can upgrade to Airtel 4G SIM easily by registering your details here to receive the new Airtel 4G SIM at your doorstep. The new SIM will be sent to you soon and will also have instructions on how to activate the SIM with your number.

5.) How can I activate my new 4G SIM? (existing Airtel user)
Here are the steps to activate your new 4G SIM:

   • SMS SIM <20-digit SIM card number of your new SIM> to 121
   • You will receive a confirmation SMS in your inbox. Reply with 1
   • Listen to the confirmation call you receive immediately and give your consent by replying with 1

Please note, for safety of your account, SMS service remains blocked for 24 hrs post SIM change.

6.) How can I switch to Airtel?
Here are the steps to switch to Airtel with zero activation fee:

Online:

   • Visit us at: airtel.in/mnp
   • Select your preferred plan by clicking on "buy now" and enter your details to schedule KYC pickup & SIM delivery
   • Generate your porting code or UPC by sending a short SMS "PORT
   • Our executive will visit your location at the selected time slot for SIM delivery and activation
   • Keep your documents handy for identity and address proof. Check list of valid docs here.
   • Share unique port-in code, valid address & identity proofs with our executive
   • It will take us around 48 hours (within same state) & 4 days (interstate) to switch the number from your current operator to Airtel
   • You can track real time status of your order on latest version of Airtel Thanks app. Click here to download and login through your port-in number

At Store:

   • Generate Unique Porting Code (or UPC) by sending an SMS PORT
   • You will receive the code via SMS from 1901. Please note that the code is valid only for 4 days* Visit the nearest Airtel store with your documents to complete the KYC and get FREE SIM. For list of required documents, click here
   • Share unique port-in code, valid address & identity proofs with our Airtel Friend at the store
   • Relax. Your SIM will be activated within 48 hrs (subject to successful address verification)

• You can track real time status of your order on latest version of Airtel Thanks app. Click here to download and login through your port-in number

7.) How to switch from Airtel Prepaid to Postpaid?
To switch from Airtel prepaid to Airtel postpaid, all that you need to do is;

• Go to the Airtel website: here
• Click on the Prepaid dropdown and then click on the "Switch prepaid to postpaid page"
• Once you choose the plan that you would like to opt for, fill up all your details on the form.

Post verification, your plan will automatically be converted to Airtel postpaid in 1-2 business days

8.) What are the conditions for porting to Airtel Postpaid?
• In case you have a Postpaid number from any other operator, please make sure that the latest bill outstanding is paid
• Make sure that there is no contractual obligation in your current number
• Your number should be atleast 90 days old with the current operator

9.) How can I pay the Airtel postpaid bill after port in to Airtel?
Here are the easy ways to pay your Airtel Postpaid bill:

• Airtel Thanks App: link
• Airtel website: www.airtel.in
• Nearest Airtel Store: For store location, visit www.airtel.in/store
• Opt for Standing Instructions from your credit card account: www.airtel.in/si/postpaid
• Opt for NACH for auto debit from your bank account: Visit the Airtel store for this.

10.) How much do I pay to switch to Airtel Postpaid?
It is absolutely free, Click here to start.

11.) How do I find my Unique porting code or UPC?
To generate your unique porting code or UPC, SMS PORT
You will receive the code via SMS from 1901.
Since the code is valid only for 4 days, make sure you generate the UPC code in presence of our executive.
Please note, UPC validity for J&K & NESA is 30 days

12.) What are the new guidelines for MNP process?
Here are the MNP guidelines as per the TRAI directive effective from 16th Dec 2019:

• The overall time for porting within the same state has been reduced from 96 hrs to 48 hrs.
• There is no change in the porting timeline for national MNP [porting to different state]
• UPC will get generated only post validation of your account

- The UPC will get delivered within 5 min of placing a request via SMS
- The validity for UPC has been reduced from 15 days to 4 days
- You can also cancel your port-out request within 24 hrs of document submission
- In case the payment is overdue with the previous operator, the mobile number will be disconnected from the current operator even after port-in is done
- In such a scenario, the number can be re-activated ONLY if the payment is done within 60 days of the service disconnection

*No change in process timelines for J&K and NESA

13.) How can I check my port-in status to Airtel?
You can track real time status of your port in request on the latest version of Airtel Thanks app. Click here to download the app and log-in with your port-in number

14.) For how long will my no. become inactive if I transfer my number to Airtel?
Your number will be inactive only for a couple of hours that too after midnight when we finally switch your number from your current operator to Airtel. You will be informed about the same via SMS.

15.) What all documents do I need to transfer my no. to Airtel?
To switch your number to Airtel, all you need is a unique porting code (UPC) and valid ID/address proof.

16.) Can I carry forward my prepaid balance to my new Airtel connection?
In case you are porting within Airtel (from one state to another), your previous prepaid balance will be carried forward to your new account.
If you are porting from other telecom operator to Airtel, please be advised that your entire balance will be forfeited once you switch to Airtel.

17.) Can I cancel my port in request?
Yes, you can cancel your port in request within 24 hrs of submitting the documents with the new service provider. To do so, SMS CANCEL

18.) How can I check my Airtel postpaid bill?
You can check your Airtel Postpaid bill at:

- Airtel Thanks App: link
- Airtel Website: www.airtel.in

19.) How to check data balance in Airtel postpaid?
You can check your data balance in the following ways:

- Airtel Thanks App
- Airtel Website > Manage your account section

20.) How to change the Airtel postpaid plan?
You can change your Airtel postpaid plan through the Airtel Thanks App.

  • Select your Mobile number from home screen
  • Go to 'Bills & Plan' and then 'My Plan'
  • Click on the three dots menu to access the details and change the plan

21.) How to download the Airtel postpaid bill?
You can download your Airtel postpaid bill from Airtel Thanks app.

  • Go to Airtel Thanks App
  • Click on your mobile number from app home page
  • Go to 'Bill & Plan' section
  • select the bill you want to download and click on "Download Bill"

22.) How to deactivate Airtel postpaid SIM?
To deactivate an Airtel postpaid SIM, you can clear the outstanding dues and send an email to 121@in.airtel.com or call the dedicated helpline 1800-103-0405 to file a request for termination.

23.) How to get call details of Airtel postpaid number?
You can view and download your Airtel postpaid bill from Airtel Thanks app.

  • Go to Airtel Thanks App
  • Click on your mobile number from app home page
  • Go to 'Bill & Plan' section
  • select the bill you want to download and click on "Itemized bill"

24.) How to check the Airtel postpaid plan?
Here are the steps to check your current plan:

  • Go to Airtel Thanks App
  • Click on your mobile number from app home page
  • Select 'Bill & Plan' section
  • Go to "My Plan" tab

25.) How can I get a postpaid connection?
You can buy a new postpaid connection by choosing a plan on the Airtel Website Postpaid connections page here. You will be asked to provide your address for the doorstep KYC and SIM delivery after which your number will be activated.

26.) What is the Airtel Family Plan?
The Airtel Family Plans are Airtel Postpaid plans in which you can share your plan benefits with your family members by adding them in your family plan.

27.) What all plans are available under Family plans?
You can check the available postpaid plans by selecting your city and then browsing through the plans on the Airtel website postpaid page.

28.) How can I add a connection to my family plan?
Here are the easy steps to include an Add On number in your Family plan:

  • Go to Airtel Thanks App
  • Click on your mobile number
  • Go to "Manage Family" section
  • Invite members to your Airtel Plan

29.) Do I have to pay for my additional connections?
The charges of Add On connections depend upon the Postpaid Family Plan you are on.

30.) How can I activate Safe Custody on my postpaid number ?
You can activate Safe Custody through Airtel Thanks App.

31.) Are there any condition for Safe Custody ?
Safe custody is applicable only for Postpaid numbers, and to avail safe custody you need to clear all outstanding amount (Billed + Unbilled).

32.) What services will work during safe custody period?
No services are active during the safe custody period.

33.) What is the charges for Safe Custody?
Safe Custody charges is Rs.50 per month.

34.) What will happen if my plan data is finished?
You can buy the data packs through thanks app.

35.) What are the charges for data pack?
Price
Data
Rs.120
15GB
Rs.240
35GB
Rs.360
50GB
Rs.600
90GB
36.) How do I renew my data packs?

Data packs once purchased will be auto renewed every month. You can deactivate any active data pack by visiting thanks app.

37.) What happens to my unused data from data packs ?
Any unused data from data packs will be added to the Rollover quota subject to maximum limit of 200GB