Ugadi Festival Information

Wishing you a Happy Ugadi! May this new year bring you happiness, prosperity, and success.
 Special festive offers are available for Ugadi, which include exclusive discounts and benefits. Customers can receive offer details via SMS or email.
 Customer support remains available during the Ugadi festival to assist with any queries.
 Limited-time Ugadi-themed plans and promotions are active during the festive period.

International Roaming Activation and Management

Customers can activate international roaming through the mobile app or by sending an SMS with the code "ROAM" to 12345.
 Roaming charges vary based on the destination country and the selected roaming plan. Detailed country-specific rates can be checked through the website, app, or by contacting customer support.
 Roaming services can be deactivated at any time by sending "STOP ROAM" to 12345 or through the app under Roaming Settings.
 Customers should ensure their device and SIM support international roaming before traveling.

Plan Upgrade and Downgrade Options

Customers can upgrade their current mobile plan to a higher-tier plan that provides enhanced benefits such as:

- Higher mobile data limits
- Additional talk time or unlimited calling
- Premium services such as OTT subscriptions and international calling benefits

Upgrade options can be viewed through the company's website or mobile app, or they can be sent via email upon request.
 Plan downgrades are allowed at the end of the customer's billing cycle.
 If assistance is needed in selecting the right plan, customer support is available to provide recommendations based on usage history.

Payment Issues and Billing Assistance

If a payment attempt fails, customers are advised to:

- Clear their browser cache and retry the payment
- Use an alternative payment method if necessary
- Contact support for troubleshooting or alternative payment solutions

In cases where a payment has been deducted twice, the extra amount is automatically refunded within 3-5 business days. If the refund is not received, support can escalate the issue.
Customers can schedule recurring bill payments using the Auto-Pay feature available in the app to avoid missed due dates.

SIM Card Replacement Process

If a customer loses their SIM card, a replacement can be obtained by:

- Visiting the nearest authorized store with a valid ID proof
- Requesting a new SIM card delivery to their registered address through customer support

When a SIM card is replaced, the existing mobile number remains unchanged.
The activation time for a new SIM card is typically between 30 minutes to 2 hours, and customers will receive an SMS confirmation once the activation is complete.

Data Usage Monitoring and Control

Customers can check their current data usage through:

- The official mobile app under Usage Details
- Dialing *123# on their phone

If data usage appears excessive, it may be due to:

- Streaming high-quality videos
- Background applications consuming data
- Automatic software updates

Customers can manage data usage effectively by:

- Enabling data saver mode on their device
- Turning off background data for unused apps
- Downloading large files over Wi-Fi instead of mobile data

Service Deactivation and Spam Control

Any subscribed service can be deactivated by:

- Sending an SMS with "STOP" to 12345
- Accessing the mobile app and navigating to Manage Services

Some premium services may charge a prorated fee if deactivated before the end of the billing cycle.
 Spam messages and telemarketing calls can be blocked by activating the Do Not Disturb (DND) service. This can be done by sending "DND" to 1909.

Updating Account Information

Customers can update their personal details such as address, phone number, or email ID through:

- The mobile app under Profile Settings
- Visiting the nearest authorized store with a valid ID proof

If a phone number is changed, the new number can be linked to an existing account by verifying an OTP sent to the registered email.

Promotional Offers and Discounts

Existing customers can check ongoing promotional offers through:

- The official website
- The mobile app under Offers & Promotions
- By requesting details via SMS

Special discounts are available on annual prepaid plans, with savings of up to 20%.
 Referral rewards are offered to customers who invite friends to join the network. Customers can request a referral link to share with friends and earn rewards upon successful activation.

Troubleshooting and Technical Support

Customers experiencing technical issues with network services can receive troubleshooting assistance by contacting customer support.
Slow internet speeds can often be resolved by:

- Restarting the router or mobile device
- Checking for background downloads consuming bandwidth
- Ensuring the device is within strong network coverage

If mobile network connectivity is unstable, support can check for known service outages in the customer's area and provide an estimated resolution time.

Security and Fraud Prevention

Customers should never share their One-Time Password (OTP) or account details with anyone. If a suspicious call or message is received requesting OTPs or personal information, it should be reported immediately through:

- The fraud helpline
- The official mobile app's Report Fraud section

Extra security can be enabled on customer accounts by activating Two-Factor Authentication (2FA) and using strong, unique passwords.
Unauthorized logins can be monitored through the Security Settings section of the app, where recent login activities are displayed.