

Title: JioFiber Prepaid Broadband Plans | Unlimited WiFi Plans in India

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give you handy ways to track the status of a Service Requests you have raised. Using MyJio app: Sign In to MyJio app Tap on menu tab and select ‘Jio Care’ option Tap on Track Request, the list of all your Service Requests and their status will be available Using Jio.com: Login with OTP. Select the ‘Service Request’ option from profile dropdown. The list of all your Service Requests and their status will be available. How long will it take to activate my JioFiber connection? Once the documents provided by you gets verified, you will receive a text message from us for installation confirmation. The time taken for completing the installation & activation of JioFiber is approximately 2 hours from the time the installation engineer visits your home. Now, click here to track order status What is the process of activating Amazon Prime membership after opting for JioFiber Plans? Once JioFiber customers make a recharge to activate a plan, they can follow these three simple steps to activate an Amazon Prime membership: On plan activation, customer will get an SMS from Jio with message/link details that leads to the download of the MyJio app Customer will be required to install MyJio app on his/her Mobile and click on the ‘Activate Now’ on Amazon Prime banner on the app homepage. Login to Amazon through the link provided to activate Amazon Prime membership with an existing Amazon account or by creating a new Amazon account. After that, your Amazon Prime membership will be get activated instantly. Use the same credentials to log in to Amazon Prime Video on the JioFiber Set-top Box to enjoy watching the latest content. How do I transfer my connection from one location to another in case I am relocating? Moving to your new home? You can now transfer your JioFiber connection by submitting a request online through MyJio App or through our www.jio.com/fiber. Follow the steps mentioned below to check JioFiber service availability at your new location and place the request. Use any of our convenient channels to raise a relocation request.

Through MyJio App Log in to MyJio App with your JioFiber Account. Tap on Menu and select ‘Profile & Settings’. Tap on ‘Relocate JioFiber’ under “Service Settings” To check availability, enter your Address and tap on ‘Proceed’. You can enter your address either manually or automatically by tapping “Use my Current Location” If Services are available at New Location, you will be prompted to Upload the required documents. Upload your documents (Proof of Identity & Proof of Address) and select the preferred time for installation and then submit your Relocation Request. Through our website www.jio.com Visit www.jio.com/fiber and select “Sign In” Go to JioFiber & log in using OTP. Click on “Settings” icon on top right corner. Select ‘Others’ & click on ‘Relocate JioFiber’ To check availability, enter your Address and tap on “Proceed”. You can enter your address either manually or automatically by tapping “Use my Current Location” If Services are available at New Location, you will be promoted to Upload the required documents. Upload your documents (Proof of Identity & Proof of Address) and select preferred time for installation and then submit your Relocation Request. Please Note - On successful validation of your documents, our engineer will visit your new location at your preferred time. We request you carry your existing JioFiber devices and accessories and hand

them over to our service engineer for completing installation at your new address. To track relocation requests click on <https://www.jio.com/selfcare/track-orders/auth>

Important Points to Remember while uploading Documents for Relocation Clear Images to be uploaded with both back & front page of the document. Document format should be PDF and file size should be lesser than 2 MB The file should not be password protected The name on Document (Proof Of Identity/Proof Of Address) should be the same as the name of the JioFiber account holder. Unlimited data with JioFiber Prepaid plans Connected living made delightful with JioFiber Prepaid plans. As you enjoy superfast internet with symmetrical upload and download speeds, unlimited data and longer validity make it all the more exciting. Simply, recharge with JioFiber Prepaid plans that best meet your digital needs as per data usage, top-up amount or validity and make truly unlimited calls. You can also select from our most popular recharges and save more with annual recharge plans. What's more, users with Jio Set-top Box also get FREE subscriptions to top OTT apps on selected plans. Our offerings Prepaid Postpaid Services Devices Support Track order Relocate JioFiber My account FAQ Locate us Claim refund Feedback Contact us Our company About us Reliance Industries Reliance Foundation JioLife Careers Investor relations Useful links Get JioHome JioAutoPay Jio Customer Associates Coverage Map Sitemap Connect with Us Download MyJio "Jio" trademark is owned by Reliance Industries Limited and licensed to its affiliates and subsidiaries. All rights to this website, including copyright in content represented thereat, vest in Reliance Industries Limited and/or its respective affiliates and subsidiaries. All rights reserved. Press release Regulatory Policies Terms & conditions