

# TROUBLESHOOTING AND MITIGATION GUIDE

## Prepaid

### ISSUE 1: Weak signal strength / poor network coverage

- Step 1: **Enable Airplane Mode & Restart Your Phone** – Refreshes network connection.
- Step 2: **Move to an Open Area**– Avoid walls, basements, or enclosed spaces.
- Step 3: **Enable Wi-Fi Calling**– Use the internet for calls when the signal is weak.
- Step 4: **Manually Switch Network Mode**– Try 3G/4G if 5G is unstable.

### ISSUE 2: Frequent call drops

- Step 1: **Enable Airplane Mode & Restart Your Phone** – Resets network connection.
- Step 2: **Move to an Open Area** – Avoid basements, elevators, and enclosed spaces.
- Step 3: **Switch to a Stable Network Mode** – Try 3G/4G if 5G is unstable.
- Step 4: **Enable Wi-Fi Calling** – Use internet for better call quality.

### ISSUE 3: Slow mobile data speed (4G/5G not working properly)

- Step 1: **Restart Your Phone & Toggle Airplane Mode** – Refreshes network connection.
- Step 2: **Move to a Better Signal Area** – Avoid basements, enclosed spaces, or congested areas.
- Step 3: **Manually Switch Network Mode** – Try switching between 4G/5G/3G for better stability.
- Step 4: **Clear Cache & Close Background Apps** – Frees up bandwidth for faster Speeds.

### ISSUE 4: No network service / SIM not registering

- Step 1: **Restart Your Phone & Toggle Airplane Mode** – Refreshes network connection.
- Step 2: **Check SIM Card Placement** – Reseat or try the SIM in another phone.
- Step 3: **Manually Select Network** – Go to settings and try connecting to a network manually.
- Step 4: **Check for SIM Activation Issues** – Ensure your SIM is active and not blocked.

### ISSUE 5: Roaming issues (international/local)

- Step 1: **Enable Roaming in Phone Settings** – Go to mobile network settings and turn on data roaming.
- Step 2: **Manually Select a Network** – Choose an available network instead of automatic selection.
- Step 3: **Restart Your Phone & Toggle Airplane Mode** – Refreshes network connection.
- Step 4: **Check Roaming Plan Activation** – Ensure your international/local roaming pack is active.

## **ISSUE 6: Wi-Fi calling not working**

- Step 1: **Ensure Wi-Fi Calling is Enabled** – Go to phone settings and turn on Wi-Fi calling.
- Step 2: **Restart Your Phone & Router** – Refresh network connections.
- Step 3: **Connect to a Strong Wi-Fi Network** – Weak Wi-Fi signals can affect call quality.
- Step 4: **Check Carrier & Device Compatibility** – Ensure if it supports Wi-Fi calling on your device.

## **ISSUE 7: VoLTE/5G activation issues**

- Step 1: **Enable VoLTE/5G in Phone Settings** – Go to network settings and turn on VoLTE/5G.
- Step 2: **Restart Your Phone & Toggle Airplane Mode** – Refreshes network connection.
- Step 3: **Check SIM & Device Compatibility** – Ensure your SIM and phone support VoLTE/5G.
- Step 4: **Manually Select Network Mode** – Switch between 4G/5G to check availability.

## **ISSUE 8: Recharge failure / delay in crediting balance**

- Step 1: **Check Bank & Transaction Status** – Confirm if the amount was deducted but not credited.
- Step 2: **Wait for Processing Time** – Some recharges take up to 24 hours to reflect.
- Step 3: **Check for Recharge Confirmation SMS** – Ensure the recharge was successful.

## **ISSUE 9: Wrong recharge amount or plan activation**

- Step 1: **Verify Recharge Details** – Check if the wrong plan was selected..

## **ISSUE 10: Plan benefits not reflecting (data, calls, SMS)**

- Step 1: **Restart Your Phone & Toggle Airplane Mode** – Refresh network settings.
- Step 2: **Check Plan Activation Status** – Verify in the app or dial USSD codes.
- Step 3: **Manually Select Network Mode** – If data isn't working, switch between 3G/4G/5G.
- Step 4: **Ensure SIM Compatibility** – Some plans require VoLTE/5G-enabled SIMs.

## **ISSUE 11: Expired Validity / Account Deactivation**

- Step 1: **Check Account Status via USSD or App** – Confirm if the number is deactivated.
- Step 2: **Recharge with Minimum Validity Pack** – Require a minimum balance for active status.

Step 3: **Ensure SIM is Not Blocked** – If inactive for too long, a new SIM may be Needed.

#### **ISSUE 12: SIM Card Not Working / Deactivated**

Step 1: **Restart Your Phone & Toggle Airplane Mode** – Refresh the network connection.

Step 2: **Check SIM Placement** – Ensure the SIM is properly inserted in the SIM tray.

Step 3: **Try SIM in Another Phone** – Determine if the issue is with the SIM or device.

Step 4: **Check for SIM Expiry** – Check if inactive for a long period

#### **.ISSUE 13: SIM Replacement (Lost, Damaged, Stolen)**

Step 1: **Block SIM Immediately** – Block sim to prevent misuse.

Step 2: **Provide ID Proof for Verification** – Necessary for security and fraud prevention.

Step 3: **Activate New SIM** – Insert and follow activation steps after receiving the Replacement.

#### **ISSUE 14: MNP (Mobile Number Portability) issues**

Step 1: **Check Porting Status** – Track the request via SMS or website.

Step 2: **Ensure Old SIM is Active Until Porting Completes** – It should not be removed prematurely.

Step 3: **Wait for the Porting Period (Usually 3-7 Days)** – Porting takes time based on the operator.

Step 4: **Restart Your Phone After Activation** – Insert the new SIM and restart for network detection.

#### **ISSUE 15: eSIM Activation Failure**

Step 1: **Ensure Device Supports eSIM** – Check manufacturer and carrier compatibility.

Step 2: **Scan the QR Code Correctly** – Use the official QR code provided.

Step 3: **Restart Device & Enable eSIM in Settings** – Ensure the eSIM is set as active.

Step 4: **Check Internet Connection** – eSIM activation requires a stable Wi-Fi or mobile data connection.

#### **ISSUE 16: SIM blocked due to incorrect PIN/PUK attempts**

Step 1: **Enter the Correct PUK Code** – Found in the app.

Step 2: **Avoid Multiple Incorrect Attempts** – Too many wrong entries can permanently lock the SIM.

Step 3: **Check Website for PUK Retrieval** – Some allow self-service PUK retrieval.

Step 4: **Disable SIM Lock Feature (If Unnecessary)** – Prevent future lockouts by removing the PIN requirement.

### **ISSUE 17: Dual SIM issues (primary/secondary network switching)**

Step 1: **Manually Select the Preferred SIM for Calls/Data** – Set default SIM in phone settings.

Step 2: **Ensure Both SIMs Are Active** – Some phones disable one SIM when using data on the other.

Step 3: **Check Network Mode Compatibility** – Some phones allow only one SIM to use 4G/5G at a time.

Step 4: **Restart Phone & Toggle Airplane Mode** – Refresh network selection.

Step 5: **Update SIM Slot Preferences** – Swap SIMs between slots if one isn't working Properly.

### **ISSUE 18: Unwanted services activated (caller tunes, subscriptions)**

Step 1: **Check Active Services via USSD or App** – Dial a USSD code or check the app

for active subscriptions.

Step 2: **Disable Unwanted Services** – Use USSD codes, SMS, or the app to deactivate services.

Step 3: **Check for Auto-Renewal Settings** – Some services renew automatically; disable them if needed.

### **ISSUE 19: Difficulty deactivating VAS services**

Step 1: **Use USSD Codes or SMS Commands** – There are specific codes for VAS deactivation.

Step 2: **Log in to an App/Website** – Check for options to manage or remove active services.

Step 3: **Monitor Balance Deductions** – Ensure the service is deactivated and no further charges are applied.

### **ISSUE 20: Issues with OTT Subscriptions (Netflix, Amazon Prime, etc.)**

Step 1: **Check if OTT Subscription is Included in Your Plan** – Some plans will have bundle streaming services.

Step 2: **Ensure Proper Account Linking** – Use the correct mobile number/email linked to the OTT account.

Step 3: **Confirm Payment & Renewal Status** – Verify if the subscription is active and payments are processed.

Step 4: **Restart App & Check for Login Issues** – Sign out and log back in if content is not accessible.

### **ISSUE 21: SMS Pack Activation Issues**

Step 1: **Check the Activation Status in an App** – Confirm if the SMS pack is applied.

Step 2: **Restart Phone & Toggle Airplane Mode** – Refresh network settings.

Step 3: **Ensure SIM is Active & Recharge is Valid** – Some packs require an active

base plan.

Step 4: **Manually Select Network Mode** – Switch between 3G/4G if SMS is not working.

## **ISSUE 22: Unauthorized access or SIM swap fraud**

Step 1: **Block SIM & Request a New One** – Prevent further misuse by replacing the compromised SIM.

Step 2: **Enable SIM Lock & Two-Factor Authentication (2FA)** – Add security layers to prevent future fraud.

Step 3: **Monitor Bank & Online Accounts** – Ensure no unauthorized transactions occur.

Step 4: **Report to Cybercrime Authorities** – If financial fraud occurs, escalate to legal Authorities.

## **ISSUE 23: Complaints About Spam Calls, Phishing Messages, and Fraud Attempts**

Step 1: **Register for Do Not Disturb (DND) Service** – Block marketing and spam calls via USSD or from app.

Step 2: **Avoid Clicking on Suspicious Links** – Do not respond to unknown calls or messages.

Step 3: **Block & Report Fraudulent Numbers** – Use phone settings to block scammers.

## **ISSUE 24: Requests for Call Details, Call Forwarding, or Call Barring**

Step 1: **Check the Call Logs via App/Website** – Check recent call details online.

Step 2: **Use USSD Codes for Call Forwarding/Barring** – Dial specific codes to enable or disable features.

Step 3: **Verify Account Ownership** – Some call details require identity verification for privacy reasons.

Step 4: **Set Up Call Restrictions if Needed** – Block international or premium-rate numbers for safety.

## **ISSUE 25: Account Hacking or Unauthorized Usage**

Step 1: **Reset Account Passwords** – Change passwords for online portals and linked services.

Step 2: **Check for Unauthorized Plan Changes or Activations** – Ensure no extra services were added without consent.

Step 3: **Enable Account Security Features** – Use PIN protection and account recovery options.

Step 4: **Monitor Data & Call Usage** – Unusual spikes may indicate unauthorized Access.

## **ISSUE 26: Account Verification Issues**

Step 1: **Ensure Correct ID Documents Are Used** – Some verifications require government-issued ID.

Step 2: **Retry with Alternative Verification Methods** – OTP, email, or in-store

verification.

Step 3: **Check If identification (Know Your Customer) Update is Needed** – Some accounts require periodic verification.

Step 4: **Ensure Network Coverage for OTPs** – Poor signal can delay verification Messages.

#### **ISSUE 27: Plan upgrade/downgrade requests**

Step 1: **Check the Available Plans in an App/Website** – Compare benefits before making changes.

Step 2: **Ensure Compatibility with Current Plan** – Some plans may require switching to a different pack.

Step 3: **Confirm Pro-Rata Charges (For Postpaid Users)** – Mid-cycle changes may result in partial charges.

Step 4: **Restart Phone After Plan Change** – Ensure the new plan is active.

#### **ISSUE 28: Change of Address for Billing or SIM Activation**

Step 1: **Update Address via Online Portal** – Check in app if it allows digital submission.

Step 2: **Provide Valid ID & Address Proof** – Ensure the documents match the Requirements.

#### **ISSUE 29: Prepaid to Postpaid Migration.** Step 1: **Ensure Minimum Balance in Account** –

Some may require an active prepaid plan before migration.

Step 2: **Check Plan Differences Before Switching** – Understand billing cycles and benefits of postpaid plans.

Step 3: **Wait for Processing Time (Usually 24-48 Hours)** – Migration isn't instant and may require a SIM swap.

Step 4: **Restart Phone After Migration** – Ensure the new postpaid plan is activated.

#### **ISSUE 30: Temporary Suspension/Reactivation of Service**

Step 1: **Recharge with a Minimum Plan to Keep SIM Active** – Avoid permanent disconnection due to inactivity.

Step 2: **Confirm Reactivation Fees (If Any)** – Some may charge a reactivation fee.

Step 3: **Ensure SIM is Not Expired** – If inactive for too long, you may need a new SIM.