TROUBLESHOOTING AND MITIGATION GUIDE

Postpaid

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: Incorrect Bill Amount (Overcharges, Wrong Deductions)

Step 1: **Check Bill Details** – Review your bill for extra charges, hidden fees, or incorrect deductions.
Step 2: **Verify Plan & Usage** – Ensure charges align with your subscribed plan and actual usage.
Step 3: **Check for Unwanted Subscriptions** – Look for any value-added services (VAS) you didn't activate.

ISSUE 9: Bill Not Received / Delayed Billing

Step 1: **Check Spam or Promotions Folder** – If billed via email, it may be filtered.
Step 2: **Log in to App/Website** – Download the bill manually from the portal.
Step 3: **Verify Billing Cycle & Due Date** – Ensure the bill generation date hasn't changed.
Step 4: **Update Contact Details** – Ensure your email or mobile number is correct for bill Notifications.

ISSUE 10: Auto-Debit Issues (Extra Amount Deducted)

Step 1: **Check Bank Statements** – Verify multiple deductions or incorrect charges.

Step 2: **Disable Auto-Pay (If Needed)** – Temporarily turn off auto-debit to prevent further issues.Step 3: **Confirm Subscription Charges** – Ensure deductions aren't for added services
or plans.

ISSUE 11: Refund Request for Failed Transactions

Step 1: **Check Bank & Transaction Status** – Verify if the amount was deducted but not credited.
Step 2: **Wait for Processing Time** – Some refunds take 24–72 hours to reflect.
Step 3: **Check Payment Mode** – Refunds to wallets, UPI, or credit cards may take different durations.

ISSUE 12: Unexplained Deductions from Balance

Step 1: **Check Detailed Usage & Transactions** – Review call, SMS, data, or service charges in the app.
Step 2: **Look for Unwanted Subscriptions** – Verify if any value-added services (VAS) or premium services were activated.
Step 3: **Disable Any Unwanted Services** – Use USSD codes, SMS, or app to turn off unnecessary services.

ISSUE 13: Late Fee Disputes

Step 1: **Verify Bill Due Date & Payment Date** – Ensure your payment wasn't late due to processing delays.
Step 2: **Check for Payment Confirmation** – Confirm the payment was successfully credited to your account.
Step 3: **Request a Waiver** – If you have a valid reason (billing delay, bank issue), ask for a one-time waiver.
Step 4: **Provide Proof of On-Time Payment** – Share bank/payment receipts to dispute wrongful late fees.

ISSUE 14: Plan Change Not Reflecting

Step 1: **Restart Your Phone & Toggle Airplane Mode** – Refresh network settings.
Step 2: **Check Plan Change Status** – Verify in an app if the new plan is active.
Step 3: **Wait for the Next Billing Cycle** – Some plan changes take effect in the next Cycle.

ISSUE 15: Extra Charges After Plan Upgrade/Downgrade

Step 1: **Check Prorated Charges** – If upgraded mid-cycle, partial charges may apply.
Step 2: **Verify New Plan Benefits** – Ensure you're being billed correctly for the selected

Plan.

ISSUE 16: 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 17: 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 18: 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 19: MNP (Mobile Number Portability) Issues

Step 1: **Check Porting Status** – Track request via app or SMS updates.
Step 2: **Ensure Postpaid Dues Are Cleared** – Outstanding balances may delay porting.
Step 3: **Restart Phone After Porting Completes** – Ensure the new SIM is active.

ISSUE 20: 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 21: 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 22: VAS Services Activated Without Consent

Step 1: **Check Postpaid Bill Details** – Identify any extra charges for VAS services.
Step 2: **Disable VAS via App/Customer Care** – Remove unwanted services through an app or by calling customer support.
Step 3: **Request a Refund for Unauthorized Charges** – Raise a dispute if VAS was activated without consent.
Step 4: **Enable DND Services** – Prevent automatic activation of value-added services.

ISSUE 23: 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 24: OTT Subscription Not Working (Part of Postpaid Plan)

Step 1: **Ensure Account is Linked Properly** – Use the registered number/email for login.
Step 2: **Verify Plan Benefits & Expiry Date** – OTT subscriptions may be valid for a limited period.
Step 3: **Re-activate Subscription via App** – Some plans require periodic reactivation.

ISSUE 25: Postpaid SMS Pack Activation Issues

Step 1: **Check Billing Cycle & Plan Benefits** – SMS pack benefits may be linked to the monthly cycle.
Step 2: **Restart Phone & Toggle Airplane Mode** – Refresh network settings.

ISSUE 26: Unauthorized Access or SIM Swap Fraud
Step 1: **Block SIM & Request a New One** – Prevent unauthorized access immediately.
Step 2: **Enable SIM Lock & Two-Factor Authentication (2FA)** – Strengthen account security.

Step 3: **Monitor Bank & Online Accounts** – Check for any suspicious transactions.
Step 4: **Report to Cybercrime Authorities** – Escalate serious fraud cases legally.

ISSUE 27: Complaints About Spam Calls, Phishing Messages, and Fraud Attempts

Step 1: **Register for Do Not Disturb (DND) Service** – Reduce unwanted marketing and scam calls.
Step 2: **Report Spam via SMS or App** – Forward suspicious messages to your provider.
Step 3: **Avoid Clicking on Suspicious Links** – Never engage with unknown senders.
Step 4: **Block & Report Fraudulent Numbers** – Prevent future scam attempts.

ISSUE 28: Requests for Call Details, Call Forwarding, or Call Barring
Step 1: **Check Call Logs via App/Website** – View call details securely online.
Step 2: **Use USSD Codes for Call Forwarding/Barring** – Activate/deactivate services via codes.
Step 3: **Verify Account Ownership** – Some details require identity verification.
Step 4: **Set Up Call Restrictions if Needed** – Limit international or high-cost calls for Safety.

ISSUE 29: Account Hacking or Unauthorized Usage

Step 1: **Reset Account Passwords** – Secure your portal and linked services.
Step 2: **Check for Unauthorized Plan Changes or Activations** – Ensure no extra services were added.
Step 3: **Enable Account Security Features** – Activate additional security settings.
Step 4: **Monitor Data & Call Usage** – Look for unusual spikes in activity.

ISSUE 30: Account Verification Issues

Step 1: **Ensure Correct ID Documents Are Used** – Some verification steps need a valid ID.Step 2: **Retry with Alternative Verification Methods** – Use different authentication methods.
Step 3: **Check If Identification (Know Your Customer) Update is Needed** – Some accounts need periodic KYC updates.
Step 4: **Ensure Network Coverage for OTPs** – Delayed messages could be due to weak signals.

ISSUE 31: Plan Upgrade/Downgrade Requests

Step 1: **Check the Available Plans in an App/Website** – Compare pricing and benefits before changing.
Step 2: **Ensure Compatibility with Current Plan** – Some upgrades require changing the billing cycle.
Step 3: **Confirm Pro-Rata Charges** – Mid-cycle changes may result in partial charges.

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

ISSUE 32: Change of Address for Billing or SIM Activation

Step 1: **Update Address via Online Portal (If Available)** – Some providers allow digital submissions.
Step 2: **Provide Valid ID & Address Proof** – Ensure documents match the requirements.
Step 3: **Check for Service Availability at the New Location** – Some plans may not be available in all areas.

ISSUE 33: Postpaid to Prepaid Migration

Step 1: **Clear Outstanding Bills** – Unpaid dues can delay migration.
Step 2: **Check Plan Differences Before Switching** – Postpaid benefits (like credit limits) won't carry over.
Step 3: **Wait for Processing Time (Usually 24-48 Hours)** – Migration requires a approval process.
Step 4: **Restart Phone After Migration** – Ensure services are working properly.

ISSUE 34: Temporary Suspension/Reactivation of Service

Step 1: **Confirm Duration & Reconnection Fees** – Some providers charge a fee for reactivation.
Step 2: **Ensure Account is in Good Standing** – Pending dues can block reactivation.
Step 3: **Request a Hold If Traveling** – Some will offer temporary suspension instead of full disconnection.