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.

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.

Broadband

ISSUE 1: No Internet / Slow Speed
Step 1: **Restart Your Router & Modem** – Refreshes the network connection.
Step 2: **Check for Loose Cable Connections** – Ensure cables are properly plugged in.
Step 3: **Move Router to a Central Location** – Avoid signal interference from walls and obstacles.
Step 4: **Disconnect Unused Devices** – Frees up bandwidth for better speeds.
Step 5: **Run a Speed Test & Contact ISP** – If speeds are lower than expected, report the issue.

ISSUE 2: Wi-Fi Not Connecting / Dropping Frequently

Step 1: **Restart Router & Reconnect to Wi-Fi** – Fixes temporary connection issues.
Step 2: **Forget & Reconnect to the Network** – Resets stored settings for a fresh connection.
Step 3: **Change Wi-Fi Frequency Band** – Switch between 2.4GHz and 5GHz for better stability.
Step 4: **Update Router Firmware** – Ensures performance improvements and bug fixes.

ISSUE 3: Broadband Not Working After a Power Cut

Step 1: **Unplug Router & Modem, Wait for 5 Minutes, and Restart** – Resets connection stability.
Step 2: **Check If ISP is Experiencing Outages** – Verify with the provider if there's a service disruption.
Step 3: **Reset Router Settings to Default and Reconfigure** – Restores the factory settings if needed.

ISSUE 4: Issues with Streaming or Gaming Lag

Step 1: **Switch to a Wired Connection (Ethernet)** – Provides a more stable and faster connection.
Step 2: **Prioritize Streaming/Gaming Traffic Using QoS Settings** – Reduces lag by optimizing bandwidth.
Step 3: **Reduce Network Congestion** – Limit background downloads or streaming on multiple devices.

ISSUE 5: Wi-Fi Extender Not Working Properly

Step 1: **Place Wi-Fi Extender in a Strong Signal Area** – Avoid placing it in weak coverage zones.
Step 2: **Ensure Extender is Properly Configured** – Check if it's connected to the main router.
Step 3: **Restart Both Main Router and Extender** – Refreshes the network connection.

ISSUE 6: Incorrect Bill Amount (Overcharges, Wrong Deductions)

Step 1: **Check Bill Summary** – Review extra charges and hidden fees in the portal.
Step 2: **Verify Plan & Usage** – Ensure charges align with your subscribed broadband plan.
Step 3: **Check for Additional Services** – Look for any added subscriptions or router rental fees.

ISSUE 7: Bill Not Received / Delayed Billing

Step 1: **Check Spam or Promotions Folder** – If billed via email, it may be filtered.
Step 2: **Download Bill from ISP Portal** – Manually access your bill through the broadband provider's website.
Step 3: **Verify Billing Cycle** – Check if the billing date has changed due to system updates.

ISSUE 8: Auto-Debit Issues (Extra Amount Deducted)

Step 1: **Review Bank & ISP Statements** – Verify multiple deductions or incorrect charges.
Step 2: **Disable Auto-Pay (If Needed)** – Turn off auto-debit to prevent further issues.

Step 3: **Confirm Extra Charges** – Ensure deductions aren't for additional services or equipment rentals.

ISSUE 9: Refund Request for Failed Transactions
Step 1: **Check Payment Status** – Verify if the amount was deducted but not credited.
Step 2: **Wait for Processing Time** – Refunds may take 24–72 hours to reflect.

ISSUE 10: 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 11: Plan Not Upgraded After Payment
Step 1: **Restart Router & Check Account** – Refresh network settings and verify in the ISP app.
Step 2: **Wait for Processing Time** – Some upgrades take 24 hours to reflect.

ISSUE 12: Slow Speeds Despite Plan Upgrade
Step 1: **Check Router & Device Compatibility** – Ensure your router supports the new speed.
Step 2: **Test Speed on a Wired Connection** – Wi-Fi speeds may be lower than advertised.

ISSUE 13: SIM-Based Broadband Not Connecting
Step 1: **Restart Router & Remove/Reinsert SIM** – Refreshes the network connection.
Step 2: **Check Network Mode in Router Settings** – Ensure correct 4G/5G settings.
Step 3: **Verify Data Plan Activation** – Ensure there's an active broadband plan on the SIM.

ISSUE 14: Streaming Services Not Working (Bundled with Broadband Plan)
Step 1: **Check Account Linking** – Ensure the correct email/phone is registered with the OTT platform.
Step 2: **Confirm Plan Inclusions** – Verify if the OTT subscription is still active with your broadband plan.
Step 3: **Restart Router & Streaming Device** – Refresh network settings for smoother access.

ISSUE 15: Security or Parental Control Services Not Working
Step 1: **Ensure Service is Active in ISP Portal** – Some security features require manual activation.
Step 2: **Check Router Settings** – Parental controls might need configuration updates.

ISSUE 16: Slow broadband speed

Step 1: **Restart Router & Modem** – Power cycle your devices to refresh the connection.
Step 2: **Use a Wired Connection (Ethernet)** – Wired connections offer more stability than Wi-Fi.
Step 3: **Disconnect Unused Devices** – Too many connected devices can reduce bandwidth.

ISSUE 17: Frequent Disconnection in Home Wi-Fi
Step 1: **Restart Router & Update Firmware** – Regular updates fix stability issues.
Step 2: **Reduce Interference** – Keep the router away from walls, microwaves, and electronic devices.
Step 3: **Check for Overloaded Network** – Limit the number of active devices.
Step 4: **Use 5GHz Wi-Fi for Stability** – Switch from 2.4GHz to 5GHz if supported.

ISSUE 18: Fiber Optic / DSL Connection Setup Issues
Step 1: **Ensure Proper Wiring & ONT/Modem Connection** – Loose cables can cause connectivity issues
Step 2: **Check Router Compatibility** – Ensure your router supports fiber or DSL standards.
Step 3: **Restart & Reset Modem if Needed** – Factory reset may help resolve setup errors.

ISSUE 19: Router/Modem Configuration Problems
Step 1: **Access Router Settings via Web Interface** – Use the router's IP address (e.g., 192.168.1.1).
Step 2: **Ensure Correct ISP Settings** – Set up PPPoE, DHCP, or static IP as per ISP instructions.
Step 3: **Update Router Firmware** – Outdated firmware can cause performance issues.
Step 4: **Reset Router to Factory Settings** – If misconfigured, reset and reconfigure it.

ISSUE 20: Public Wi-Fi Authentication Issues
Step 1: **Ensure Wi-Fi Login Page Loads** – Open a browser and try navigating to a non-HTTPS site.
Step 2: **Accept Terms & Conditions** – Some public networks require agreement before access.
Step 3: **Disable VPN & Custom DNS Settings** – These can interfere with authentication pages.
Step 4: **Forget & Reconnect to the Network** – Remove the saved network and try reconnecting.
Step 5: **Check Wi-Fi Limitations** – Some public networks have device limits or time restrictions.

ISSUE 21: Unauthorized Access or Account Hacking
Step 1: **Reset Router & Wi-Fi Passwords** – Change passwords immediately to secure your connection.
Step 2: **Enable Router Firewall & WPA2/WPA3 Security** – Protect against unauthorized access.
Step 3: **Monitor Connected Devices** – Check your router settings for unknown devices.

Step 4: **Disable Remote Access (If Unused)** – Prevent unauthorized external access to your network.

ISSUE 22: Complaints About Spam Emails, Phishing Messages, and Fraud Attempts
Step 1: **Use Spam Filters in Email Services** – Block phishing attempts automatically.
Step 2: **Report Suspicious Emails to Your ISP** – Inform your provider about fraudulent emails.
Step 3: **Do Not Share Wi-Fi Credentials Publicly** – Avoid unauthorized users connecting to your network.
Step 4: **Monitor Data Usage for Unusual Activity** – Unexpected data spikes can indicate security threats.

ISSUE 23: Requests for Usage Details, Billing, or Plan Changes
Step 1: **Check Usage & Bills via ISP App/Website** – Track your data consumption and billing history.
Step 2: **Request Call/Internet Usage Breakdown from ISP** – Get a detailed report if needed.
Step 3: **Verify Account Ownership for Plan Changes** – Identity verification may be required.
Step 4: **Set Up Data Limits or Parental Controls** – Restrict access to certain websites or services.

ISSUE 24: Account Verification & Security Updates
Step 1: **Ensure Updated Contact Details with ISP** – Keep your email and phone number up to date.
Step 2: **Enable Two-Factor Authentication (2FA) for ISP Account** – Adds an extra layer of security.
Step 3: **Secure Router Admin Panel with a Strong Password** – Prevent unauthorized access.
Step 4: **Check for Suspicious Login Attempts** – Some ISPs provide security alerts for unusual activity.

ISSUE 25: Plan Upgrade/Downgrade Requests
Step 1: **Check Available Plans via ISP Website/App** – Compare speed and data limits before switching.
Step 2: **Ensure No Downtime During Upgrade** – Some changes may cause temporary disconnection.
Step 3: **Confirm Billing Cycle Adjustments** – Mid-cycle changes may affect charges.
Step 4: **Restart Router After Plan Change** – Ensure the new speed or data limits apply.

ISSUE 26: Change of Address for Broadband Connection
Step 1: **Check for Service Availability at New Address** – Some ISPs don't cover all locations.
Step 2: **Request Relocation via App or Customer Care** – Some providers offer an online address change.
Step 3: **Provide Valid Address Proof** – Some ISPs require documentation for relocation.
Step 4: **Schedule an Engineer Visit (If Needed)** – A technician may need to set up the new connection.

ISSUE 27: Switching from Broadband to Fiber

Step 1: **Check Fiber Availability in Your Area** – Not all locations support fiber internet.
Step 2: **Ensure Your Router is Fiber-Compatible** – Some modems may not support fiber speeds.
Step 3: **Schedule an Installation Appointment** – A technician may need to replace your existing setup.
Step 4: **Confirm Speed & Plan Benefits Before Switching** – Fiber plans may have different pricing and benefits.

ISSUE 28: Temporary Suspension/Reactivation of Service
Step 1: **Request Suspension If Going on Vacation** – Some ISPs allow holding a connection for a fee.
Step 2: **Check If Reactivation Fees Apply** – Some providers charge a fee for restarting service.
Step 3: **Ensure Account Is in Good Standing** – Pending payments can delay reactivation.
Step 4: **Restart Router After Reactivation** – Refresh settings to restore connection.