

4G SIM upgrade - FAQ

Q: I have filled the 4G SIM upgrade form, when I will receive a call?

A: You will receive the call within 48hrs from submitting your request for new 4G SIM

Q: How can I get 4G SIM in my location?

A: You can walk-in to your nearest Vodafone Store or Vodafone mini Store to avail a free 4G SIM.

Q: Do I have to pay any charges for 4G SIM?

A: No, The 4G SIM is absolutely free.

Q: What is the offer on 4G SIM?

A: Currently, we have a free 2GB data offer for every 4G SIM-ex on your 4G handset. For more details, [click here](#)

Q: Why do I upgrade to 4G SIM, when my location does not offer 4G services?

A: 4G is already launched in Mumbai, Delhi, Kolkata, Rest of Bengal, Karnataka, Gujarat, Kerala, UPE & Haryana and we are planning to roll out across many more towns and states over the next few months. With the new 4G SIM you would be future ready.

Q: What are the steps to activate 4G SIM (Postpaid/Prepaid)?

- i. Use your existing working Vodafone SIM card to SMS 'SIMEX <19-20 digit SIM number> to 55199. SIM number will be mentioned on the new SIM card / jacket given to you
- ii. You will receive a response SMS from 55199 with partial SIM number entered. Please send the last 6 digits of the new SIM numbers to 55199 within 2 hours of receiving the SMS
- iii. You will receive a success SMS, after which your 4G Ready SIM will get activated within 20 minutes. When your old SIM stops working, insert the 4G SIM in SIM slot 1 of your phone, select 4G/LTE on your handset network settings and enjoy unmatched services.

Q: When will I get the offer?

A: You will receive the offer within 2 hours of performing the SIM upgrade activity if:

- i. You have a 4G compatible Handset
- ii. If you have done a 4G SIMEX

Q: What will be validity period?

A: The offer will be valid for 10 days for prepaid and for postpaid it is one bill cycle

Q: I am part of the Circle, but not part of the city where the 4G is getting launched, but I did the 4G SIMEX, am I eligible?

A: Yes. You will receive the 2GB 3G/4G data offer if you have a 4G compatible handset

Q: I do not have 4G handset currently, but if I upgrade to 4G SIM right now and 4G device later, will I receive the offer benefit?

A: No, the offer is applicable only for Customers who have a 4G compatible handset at the time when they are performing SIM upgrade

Q: I have kept network mode in my handset to 3G, will I able to use this pack?

A: Yes, you will be able to use this pack on 3G network as well

Q: I have a 3G / 2G unlimited pack, am I eligible to get 4G free pack?

A: Yes, we will take a request for the same