

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 4GB 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 Assam, Chennai, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Maharashtra & Goa, Mumbai, North east, Odisha, Punjab, Rajasthan, Punjab, Tamil Nadu, UP east, West Bengal, UP west and we are planning to roll out across many more towns 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 4GB 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 4GB offer is applicable only for Customers who have a 4G compatible handset at the time when they are performing SIM upgrade. In-case you have 3G compatible handset, you will receive 500MB free at the time of 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