

P2P Conversion on Same SIM via OTP Terms & Conditions

- Any Vi subscriber wanting to convert his/ her existing Vi prepaid mobile connection to postpaid or vice-versa without change of SIM will be required to submit their request to VIL via www.myvi.in or Vi app
- Subscribers submitting such a request will receive an SMS on their existing Vi number containing a unique transaction ID and One-time password (OTP). Successful validation of the OTP will be treated as consent of the subscriber to convert their Vi prepaid number to postpaid or vice versa.
- All requests received before 6 pm will be processed after 10pm the same day and requests after 6pm will be processed after 10pm the next day
- During the process of conversion from prepaid to postpaid or vice versa, services on the subscriber's mobile number will be disrupted for up to 30 minutes
- Subscribers will be sent a confirmation of successful conversion of their number via SMS
- The OTP based process for conversion from prepaid to postpaid or postpaid to prepaid will not be available to foreign nationals and outstation subscribers
- The OTP based conversion request may be rejected if the KYC details of requesting subscriber as available with VIL are not adequate. Such subscribers will need to go through the e-KYC or D-KYC process with SIM change to switch to Vi postpaid or vice versa
- Any open service requests like SIM change, UPC, Postpaid to Prepaid or Prepaid to Postpaid requests will need to be closed or canceled before requesting for conversion via this OTP process
- The OTP conversion requests from prepaid to postpaid for geographies which are currently not serviced by VIL's retail store network will not be considered
- Conversion from prepaid to postpaid via OTP process is available to all open markets postpaid plans for individual subscribers, excluding Family plans. Conversion from postpaid to prepaid is available for prepaid recharges of Rs 479, Rs 499 and Rs 719.
- Any outstanding dues will have to be cleared before making the OTP conversion request from postpaid to prepaid
- After conversion from prepaid to postpaid, Roaming services will not be available in J&K licensed service area as per regulatory guidelines
- ISD service will not be carried forward after conversion from prepaid to postpaid. In case the subscriber wishes to use the service, same shall have to be activated once again as per the applicable process
- Any International Roaming pack applicable on the subscriber's number will not be carried forward to the new service (prepaid or postpaid) after conversion and no pro-rata benefit will apply for rental or recharge
- All the third party services will be canceled upon conversion from postpaid to prepaid or vice versa
- E-Bill alone will be provided in case of conversion to postpaid. No paper bill will be provided.
- Post conversion from prepaid to postpaid, subscribers will not be allowed to convert back to prepaid within 90 days
- Conversion from prepaid to postpaid via this process is not applicable to subscribers of J&K licensed service area as per regulatory guidelines.
- Post conversion from prepaid to postpaid, the postpaid connection terms and conditions (in case of conversion from prepaid to postpaid) and the prepaid connection terms and conditions (in case of conversion from postpaid to prepaid) will apply. For details, please check <https://www.myvi.in/content/dam/vodafoneideadigital/documents/PostpaidTnC.pdf>
- <https://www.myvi.in/prepaid-tnc>

Frequently Asked Questions

How long will it take to convert from Prepaid to Postpaid via this process?

All requests made by 6pm will be processed after 10pm the same day. Requests made on or after 6pm will be processed after 10pm the next day.

Will my Postpaid services be disconnected during conversion from Prepaid to Postpaid?

During the time of conversion to postpaid, services on your number will be disconnected for up to 30 minutes. This will happen between 10pm and 12midnight.

Will I be able to convert my number to Prepaid again after switching to Postpaid through this process?

After raising this request, you will be unable to convert back to Prepaid service within 90 days

I am currently on International Roaming and subscribed to a pack. Will my pack continue after switching to Postpaid?

Do note, International Roaming packs will not be carried forward. If you are currently roaming on an International Roaming pack, you may want to consider initiating migration once you are back in India to avoid losing IR pack benefits.

Will I be able use ISD calling service on my number after switching to Postpaid?

After migration to Postpaid, ISD calling facility will be stopped on your number. You will need to raise a fresh request on Vi app or call 199 to get it activated.

Is this process of converting from Prepaid to Postpaid via OTP applicable for subscribers across India?

Conversion from Prepaid to Postpaid via this process is not applicable to subscribers of J&K licensed service area as per regulatory guidelines.

Is this service available Will I be able to make calls on National Roaming anywhere in India, after switching to Postpaid via this process?

After migration to Postpaid, Roaming services will not be available in J&K licensed service area as per regulatory guidelines.

Do I need to submit ID proof again or change my SIM when I switch from Prepaid to Postpaid via OTP?

No, this process enables you to switch from Prepaid to Postpaid seamlessly without changing your SIM or any additional documentation

I tried to convert from my number from Prepaid to Postpaid via OTP but I got an error message asking me to visit the store. What should I do now?

In case the KYC or your Prepaid number is not complete with us, we will not be able to convert it to Postpaid via this OTP process. Please visit a Vi store near you with a Photo ID and Address Proof or visit <https://www.myvi.in/new-connection/buy-postpaid-sim-connection-online> to place order for free home delivery of SIM. Our agents will update your KYC and help you switch from prepaid to postpaid.

What will happen to the validity or balance of my current Prepaid pack when I switch to Postpaid?

Any unused balance in the Talktime or Unlimited prepaid pack will be carried forward as credit to your postpaid bill, up to Rs1000

I am Erstwhile Idea/ Vodafone brand prepaid user. Can I convert to Vi postpaid with the same number?

Yes, you can retain your existing number and convert it to Vi postpaid through this process