

BSNL 4G SIM Upgrade Not Working ? Here is the Possible Solutions

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In brief

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In the last article, we mentioned the steps for upgrading BSNL 2G or 3G SIM card to 4G. Even Though it is too late, with the gradual rollout of 4G service throughout the country, BSNL also issued 4G enabled SIM cards and that. Unlike other operators, BSNL didn't issue the 4G enabled SIM card earlier.

Since all the previously issued SIM cards are either 2G or 3G, subscribers will not get 4G service on their handset even though the 4G service is available in the locality. To get this, subscribers need to get the new 4G sim card from the nearest BSNL office or any other BSNL franchise.

If you are still unaware of the procedure, then you can check our previous article in which you will get the information about the procedure involved in upgrading BSNL 4G SIM. To make the process easy, BSNL implemented an SMS method to upgrade the SIM in which users can do from home itself. But, please make sure to collect the new 4G SIM card from the outlet first.

We also want to clarify that there is no tricks or method to upgrade the existing 2G or 3G SIM card to 4G. The upgrade can only be possible if you have a new 4G SIM card with you to enjoy 4G service on your BSNL number.

Read : Steps in Upgrading BSNL 2G/3G SIM to 4G

Since more and more people are currently upgrading their SIM Card to 4G, there actually some network-related issues also arise now. For the past few days, many users are complaining that the upgrade process is not working, and they are unable to upgrade their SIM even after 2 or 3 days.

Process in BSNL 4G SIM Upgrade

BSNL 4G SIM upgrade is done via SMS method in which user needs to send two SMS from their BSNL number, which will upgrade.

The first message will initiate how the user needs to send an SMS with format RE4G < space > last six digits of the new 4g sim card number < space > circle code. Upon sending this message, the user will receive an acknowledgment message which asks them to confirm the process by sending the second message.

The user needs to send RE4G < space > YES as a confirmation in the second message. Once done, the completion of the upgrade will be done in 20 minutes, or some cases, it will take up to one day. All the SMS is being sent to the number 53734.

Once done, the old SIM card will get deactivated, and at the same time, the new 4G SIM will get activated on the BSNL number. Therefore, the same SIM can also be used for international roaming so that you can skip the international roaming upgrade of your BSNL SIM.

Problem in the Upgrade Method

The process involved in the upgrade is one of the simple methods in which all of this can be completed in 20 minutes in most cases. But since the congestion in the network is causing some issues. For example, many people complained that they were not receiving the acknowledgment message when sending the first SMS. So that they are unable to send the second confirmation message. Thus by the upgrade was not at all possible.

Read: Things to Know Before Using BSNL Prepaid SIM For International Roaming

Solution for the BSNL 4G SIM upgrade Problem

We figured out that the issue is due to the slow response of the message delivery system to the network. Hence, if you are not receiving the confirmation message after sending the first message. Then wait for 30 to 45 minutes.

If the acknowledgment message is still not received, try sending the second message (RE4G < space > YES) to 53734 without waiting for that. Once you sent the second message, if your 1st request is not registered with BSNL, soon you will get an SMS saying that "Dear Customer, Your request for 4G SIM swap is not found, Please send 'RE4G < space > last 6digit SIMNO < space > circle short code' for SIMswap request".

If you are receiving the above message, then the request is not registered. In that case, you need to send the first message again and repeat the process.

Suppose you are not receiving any SMS while sending the second SMS, i.e., RE4G < space > YES. Then the initial request was successfully registered with BSNL so that the second confirmation will be successfully placed.

In that case, your SIM upgrade will be completed successfully within an hour or more. But, you should also note that, since the network issue is causing the delayed SMS deliveries, you will not receive any confirmation regarding the process.

Read: BSNL Wings - Frequently Asked Issues and Possible Solutions

Just check your network signal after a few minutes or hours. Once the signal is lost, you can assure that the process has been completed, and now, you can replace your old SIM card with the new one and enjoy the 4G service (If 4G network is available in your locality) on your BSNL number.

The 4G coverage of BSNL is not at all fully functional like other operators. However, the state-run telecom is trying all its way to gain its power in the field. That way, the company introduced the country's first VoIP service called BSNL Wings so that the coverage issue will not be a problem anymore.