

Text SMS based support and customer care
PLEASE SEND SMS FROM YOUR REGISTERED MOBILE NUMBER TO

Sr. No.	EVENT/KEYWORD	DISCRIPTION	EXAMPLE	SENT TO
1.	NOINTERNET	Internet not working	NOINTERNET <space> <account ID>	9522275610
2.	NETDROP	Frequent drop problem	NETDROP <space> <account ID>	9522275610
3.	NOSPEED	Speed problem	NOSPEED <space> <account ID>	9522275610
4.	LEASELINE	Lease line problem	LEASELINE <space> <account ID>	9522275610
5.	EMAILBILL	Get bill on email (E-bill)	EMAILBILL <space> <account ID>	9522275610
6.	PLANCHANGE	Plan Change	PLANCHANGE <space> <Plan Name> <space> <account ID>	9522275610
7.	TOPUP	Top up required	TOPUP <space> <top up pack name> <space> <account ID>	9522275610
8.	ADDMYNET	New connection enquiry	ADDMYNET <space> <Your name>	9522275610
9.	STATEMENT	Need account statement	STATEMENT <space> <account ID>	9522275610

CASE 1:- I am PC CARE my internet not work within 2 days. my account id is 12345687 (for example) and So I would like to complain by SMS to airway broadband Complaint Center.

- Step 1. Go to the message inbox in your mobile.**
- Step 2. Create new sms.**
- Step 3. Type your keyword according to your problem & event with account ID**
- Step 4. Send to 9522275610**



EXAMPLE " NOINTERNET 1234567"



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