



Frequently Asked Questions

Q1) What is an IMEI number?

Ans. IMEI number (International Mobile equipment Identity) is a unique 15 digit number implanted in the Handset while manufacturing. Every handset in the world carries a unique IMEI number.

Q2) Why IMEI is required?

Ans. IMEI number is required to track the individual Handset. It is like the registration number of a vehicle.

Q3) How can I check the IMEI number of my Handset?

Ans. You can check the IMEI number by dialling *#06#, by doing so a 15 digit number is displayed on the handset.

Q4) Why will my services will be affected by using this handset?

Ans. Your handset will not work because it has fake IMEI number or it has no IMEI. Spurious IMEI pose National security and because of this reason Department of Telecom has ordered all the telecom operators to not allow the calls to be processed with zeros/null and fake IMEI numbers.

Q5) Is there a way can I change my IMEI number myself?

Ans. No, IMEI number can only be implanted at authorized service appointed by COAI & MSAI

Q6) Where should I go to change the IMEI number?

Ans. You should only visit centres authorised by COAI & MSAI .Your nearest centre will be (List of centres are enclosed).

Q7) How can I check whether my handset is having genuine IMEI numbers or not?

Ans. Type IMEI<space><15digit IMEI number> to 53232 checks the genuine of IMEI numbers. You will get back the message that this IMEI is allocated to this brand for this model. e.g If you send a message IMEI 351891022601261 to 53232 you will get a message that this IMEI belongs to Manufacturer Samsung Model No.SGH600 , Then Please verify that you are using the same handset as mentioned in the message

Q8) What documents do I need to carry in order to change my IMEI number?

Ans. You need to carry Id proof. (Ex: Voter ID card, Drivers Licences, etc)

Q9) How much time will it take to change the IMEI number?

Ans. Less than 30 Minutes.



Q10) what are the requirements for changing IMEI number?

Ans. Please visit the authorized service centre in person with Id proof and the handset.

Q11) How much it will cost?

Ans. It will cost Rs 180.00 + tax. (Total Rs. 199.00)

Q12) what is the check that the new IMEI is genuine?

Ans. The first check is to visit the authorised centres as listed. The second check is to verify the IMEI number in your Handset by pressing *#06# and then sending an SMS message to 53232 after your handset has been implanted.

E.g. SMS IMEI xxxxxxxxxxxxxx to 53232 where xxxxxxxxxxxxxx is your IMEI number

The charges for this service is Rs. 3
