

# Adding subscriber information through the application but still not confirmed why?

To check and add information to subscribers, users can directly access the following website addresses corresponding to each network to see if their subscription is safe or not?

According to the previous information that the Network Administrator gave, from April 1 to April 24, all subscribers of 3 big carriers Viettel, VinaPhone, and MobiFone will have to update the information according to Decree 49/2017 / ND-CP to tighten management of prepaid mobile subscribers, eliminate the situation of garbage sim, virtual sim. In the past few days, the operators have also quickly notified the subscriber to request to the transaction points to complete the information before the specified time, otherwise it will be locked one way and after 15 days will permanent 2-way lock.

Today, time has not been much, but many people still do not know how to add information to subscribers, or there are people who have added through the application, but have not received results from home network.



## Ways to check and add subscriber information

To check and add information to subscribers, users can directly access the website addresses below corresponding to each network to see if their subscribers have been "safe" or not?

1. Viettel: <https://vietteltelecom.vn/check-info>
2. VinaPhone: <http://my.vinaphone.com.vn/Users/UpdateSubInfo?AspxAutoDetectCookieSupport=1>
3. MobiFone: <http://mobifone.vn/wps/portal/public/tracuu/tttb/>

There are 2 ways we can update our information: Go directly to the network's stores and agents, or use the additional online information application available. For example, for Viettel subscribers, you can download My Viettel application to your phone to update as instructed. MobiFone users must go to shops and transaction points to add information.



## **Adding information forever, how to handle?**

Currently, some people are experiencing certain problems or questions, especially when using the online application to update information, leading to anxiety because of fear of not completing it on time. The following are the most common questions and situations and solutions for them:

### **- Fill in information through My Viettel waiting forever without confirmation results, how to do?**

According to Viettel's consultants, the information that customers update through the application is checked and approved by them. However, the number of users sent back every day is too large, making censorship more time consuming. There will be people who are fortunate to finish the day, but there will also be people who have to wait 1-2 weeks for the staff to respond. When encountering this situation, users should take some time to go directly to the store to supplement information to keep up the credit.

### **- Taking portraits and 2 sides of ID card to apply to the application must be considered valid?**

With ID card / CCCD photos and portraits, users just need to capture and send via My Viettel application as usual, no need to capture too high ID card / CCCD just need to see clearly the numbers and letters. And portraits you can take 4x6 photos or capture the face clearly, you should not express too much or use the current cute photography software.



### **- Why change subscription information via online application is not accepted (in case the subscriber is being named by another person, not me)?**

There are a lot of SIM users that belong to someone else's registration name, mostly because of the acquisition, not the new SIM I registered. However, when using My Viettel application to manually change information, it is always rejected.

According to the answer from Viettel, to redo the owner information from other people to their names, it is imperative that users come directly to the transaction point and take the ID / IDCD, the original sim and the staff there to give You a vote to change registration. You just need to fill in your name, your hometown, your ID card number, 5 numbers of subscribers who are most in touch and sign a commitment that you can change your own subscription information. Phi changes information for prepaid mobile subscribers of 5,000 VND (keep SIM unchanged), if replacing SIM will cost an additional 25,000 VND.

Having fun!

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1. Instructions for updating information and supplementing photos for VinaPhone and Mobifone subscribers
2. Will 'Saint SIM' need additional information like other carriers?
3. Portraits of mobile subscribers can use photos in ID card instead

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