

# Guidelines to the International Roaming customers

## **To activate the International Roaming facility:**

Please fill up a service request form along with two self attested photographs and a copy of passport. One time security deposit of INR 5000/- [refundable] and INR 99/- per month will be charged in addition to the international roaming usage. Visit to the nearest BSNL Customer Care Centre and collect the special International Roaming SIM.

## **Before leaving for foreign country**

- Before you leave, Visit to the nearest BSNL Customer Care Centre and collect the special International Roaming SIM. Insert the new international roaming SIM card in the handset and rehearse international Network Selection Procedure given below in the title "after landing in the foreign country".
- Check that your roaming function has been activated, by simply calling our 24 hours customer service helpline 1503.
- Please make sure your handset will work in the country you're travelling to. Please check the Handset compatibility with Network frequency (GSM MHz 850/900/1800/1900) before travelling outside India. Japan & Korea support 3G Hand Set, USA & Canada supports 1900 MHz Hand Set.

## **After landing in the foreign country**

### For iPhone

1. Please Switch ON the phone and go to Settings-> Phone -> SIM Applications.
2. Select the BSNL Mobile or Cellone option ( SIM card Symbol)
3. Select Network in that you will get Cellone and Home option
4. Select **Cellone** option. You will get notification in the mobile phone "Cellone International Selected"
5. **Switch Off and On the Mobile.**
6. If you are not getting the tower symbol in the mobile even after completing the above said procedure, please repeat the above said procedure after changing the mobile handset.
7. On returning to India, Select Home option. You will get notification in the mobile phone "Home Network Selected" and Switch Off and On the Mobile.

### For all Android Phones

1. Please Switch ON the phone and go to Menu or Apps
2. Select the BSNL Mobile or Cellone option (SIM card Symbol)
3. Select Network in that you will get Cellone and Home option
4. Select **Cellone** option. You will get notification in the mobile phone "Cellone International Selected"
5. **Switch Off and On the Mobile.**
6. If you are not getting the tower symbol in the mobile even after completing the above said procedure, please repeat the above said procedure after changing the mobile handset.

7. On returning to India, Select Home option. You will get notification in the mobile phone "Home Network Selected" and Switch Off and On the Mobile.

#### **For Windows Phone**

1. Please Switch ON the phone and go to Menu -> settings -> Mobile Networks -> SIM Applications.
2. Select the BSNL Mobile or Cellone option ( SIM card Symbol)
3. Select Network in that you will get Cellone and Home option
4. Select **Cellone** option. You will get notification in the mobile phone "Cellone International Selected"
5. **Switch Off and On the Mobile.**
6. If you are not getting the tower symbol in the mobile even after completing the above said procedure, please repeat the above said procedure after changing the mobile handset.
7. On returning to India, Select Home option. You will get notification in the mobile phone "Home Network Selected" and Switch Off and On the Mobile.

#### **For all other basic phones**

1. Please Switch ON the phone and go to Menu.
2. Select the BSNL Mobile or Cellone option ( SIM card Symbol)
3. Select Network in that you will get Cellone and Home option
4. Select **Cellone** option. You will get notification in the mobile phone "Cellone International Selected"
5. **Switch Off and On the Mobile.**
6. If you are not getting the tower symbol in the mobile even after completing the above said procedure, please repeat the above said procedure after changing the mobile handset.
7. On returning to India, Select Home option. You will get notification in the mobile phone "Home Network Selected" and Switch Off and On the Mobile.

**After getting tower symbol, If the customer facing any other problems like Outgoing call is ok but not getting Incoming, No Incoming SMS No Caller Id and etc customer can change the roaming partner**

1. Please check the roaming partner available in the visiting country by clicking the link <http://ir.bsnl.co.in/postpaid.jsp>
2. Select the Operator selection as Manual. Then handset will list the available networks after searching for some time. Now customer can select any desired operator. For example, if the customer is in Australia, Currently, There are two roaming partners are there in Australia Viz TELSTRA and Optus. Customer can change the roaming partner at any point of time, if the customer not satisfied with the performance or facing any problem with the current roaming partner.

#### **Note:**

- To call back home while roaming, please dial the number with "+91".
- Certain GPRS based applications viz. GPS, Facebook, Blackberry messenger or any other instant messaging application etc. continuously consume data bandwidth leading to high Data-Roaming charges even when you are not using the same. This is applicable to

smart phones and high-end GPRS capable handsets which poll (communicate with) the home network continuously. We advice you take an informed decision to keep these applications switched-on, while you are overseas. For any assistance in the matter, please call our customer helpline.

- To access Voicemail abroad, you need to set up a Voicemail PIN code. To do this, access your Voicemail in the India and follow the voice prompts.
- You can alert your callers that you are overseas by activating a Caller Tune announcing that you are overseas. Dial 56700 and select the English category.

**For any further assistance,**

Phone: +914222451600 (Only for BSNL Tamil Nadu Circle mobile Customers)

Email: [hlrcbt@gmail.com](mailto:hlrcbt@gmail.com)

Website: [www.ir.bsnl.co.in](http://www.ir.bsnl.co.in)

For international roaming tariff and worldwide coverage details, please visit <http://ir.bsnl.co.in/postpaid.jsp>