BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

Tamilnadu Telecom Circle

GENERAL INFORMATION

INDEX

1. Why BSNL Mobile?

Why should you choose BSNL Mobile?

All major towns and cities are covered through our network

All major national and state highways are covered

National and International SMS facility

International roaming available for more than 300 networks, across the world.

The facility of one number roaming across the country

Appropriate and reasonable tariff packages to suit every pocket

Absolute transparency in billing.

All regular features of cellular telephony, such as SMS as well as advanced features like MMS are available.

24 Hour helpline all across the country.

The only Mobile service available throughout the country including Jammu and Kashmir and North Eastern states like Arunachal Pradesh, Nagaland and Mizoram.

WHY STAND IN A QUEUE? ONLINE BILL PAYMENT, HASSLE FREE NOW!

Pay bills online

You can avail online payment facility logging on to our web: **www.bsnl.co.in** you can view the latest bills and pay them online. You can get duplicate bill online for any mobile post-paid connection. Mobile prepaid online recharge, top-up is also available.

BSNL Mobile Helpline / Call Center *Number '1800 180 1503' / '1503' [Toll Free].

Customers can contact call center for any type of quires, grievances, to know about tariff details, activation/deactivation of facilities, and any information related to mobile services

New Connection

Booking for New BSNL Mobile connections are available through our Customer Service Centers / Franchisees/Retailers. Prescribed, duly filled Application form with passport size photo, Address Proof, ID Proof and applicable charges are essential to get new mobile connection

"Choose Your Mobile Number"

BSNL Tamilnadu Circle has launched a special scheme called "**Choose Your Mobile Number**" in GSM. Under this scheme a customer can select his/her mobile number out of the list of about one lakh numbers available.
To Choose the mobile number **CLICK HERE**

Settings in the set to avail 3G Services:

Settings -> Network selection-> GSMONLY/ UMTS (Universal Mobile Telecommunication system)
ONLY/DUEL MODE

Default 3G services are extended to all BSNL Prepaid and Postpaid services.

Hence the customer can make and receive Video calls, but with the charges applicable to video calls in his plan.

2. Blackout Days

No Blackout Days in BSNL for the Year 2021

3. SIM Information

SIM **memory** with **32/64 Kb is Normal SIM**

SIM (USIM) **Memory** with **128/256 Kb is USIM** . USIM is having higher memory capacity

SIM Activation: Insert SIM in Mobile and dial **123 or*123#** to activate the SIM.

32K Micro SIM , is to be used for Tablet Data Plans.

Default services available in the new SIM

Voice calls.(Local/STD/ISD) for Prepaid and for Post paid as per the request of the customer Video calls (for 3G compatible handsets).

CLIP (Caller Line Identification Presentation).

SMS (Short Messaging Service)

Call forwarding,

Call Wait,

Voice mail etc

National Roaming facility (i. e- Roaming facility is extended default with activation, but OG and I/C call will be charged as per the Plan while in roaming).

PIN & PUK

Personal Identification Number (PIN) for BSNL default PIN is 0000(Four Zeroes) PIN Unlock Key code is **PUK.** It is a 8 digit number, unique for each and every SIM. If wrong PIN is entered twice, SIM will go to Locking condition and asks for PUK code. If PUK is entered wrongly, it will lead to SIM rejection. In such case customers has to approach the nearest CSC.

Prepaid Mobile connection to be in ACTIVE Status

In the national security point of view, Services to **Prepaid Mobile** Numbers will be **WITHDRAWN** if the numbers remain **INACTIVE (**i.e) **No Outgoing & Incoming Calls, SMS & DATA made for 90 days**

To facilitate customers going ABROAD, who cannot maintain active status continuously for a certain period, they may send SMS with key word, to avoid disconnection

"**KEEP CONNECTED FROM (dd-mm-yyyy) TO (dd-mm-yyyy))**"   to 53733

4. Short Messaging Service (SMS)

The SMS center Mobile Number is   +919442099997.   This is available in the mobile

Messages->Message settings->Text Message->Message center Number.

In case of problem in sending SMS (first time), please check that correct service centre number **+919442099997** is selected. For subsequent problem, check your memory box (Incoming or Outgoing). If problem still continues, inform Call Center 1503 to arrange needful action

Mobile Phone Backup

Mobile Phone Backup is a service that safeguards all data of your mobile phone including Contacts, Calendar, SMS, Photos, Videos and Music. The Mobile Phone Backup service copies your mobile phone data in a secure manner to Operators secure Mobile Phone Backup system, and also enables you to restore the saved data on your phone (New / Existing) whenever you change your phone or in case you lose the data accidentally

You can save the following categories of data depending on your phone model: Contacts List Photos Videos Music Events & Tasks SMS.

Mobile Phone Backup service can be used from your pre-paid as well as your post-paid connection For Details **CLICK HERE**

PROCEDURE FOR ACCESSING THROUGH SMS:

PHONE BACK Up THROUGH SMS (58989):

1. To activate this service, the subscriber will sms <SUB> to 58989 --- to subscribe for the Phone backup service
2. The subscriber will receive an MT sms informing him that he has been charged Rs 30/month.
3. The phone back up subscriber can start backing up contacts by smsing <ADD> <NAME> <NUMBER> to 58989 (e.g.: ADD Rishit 9820244242, Jayeesh 9423011316)
4. RESULT: The contacts will be added on to the phone backup server and displayed on WEB.
5. If the subscriber wants to restore a single contact, he should sms <GET> <NAME> to 58989 (eg: Suppose the subscriber have deleted contact name "Jayeesh" from handset and this contact was already backed up on server then perform: GET Jayeesh)
6. RESULT: The contact should be restored on handset.
7. If the subscriber wants to restore all the contact, he will sms <RESTORE> <NAME> to 58989 (eg: Suppose a Subscriber has lost his handset & has bought a new phone with the same SIM number) RESULT: The contact should be restored on to the handset.
8. If the subscriber wanted to deactivate this service he can sms <UNSUB> to 58989. He will get deactivated immediately.

5. GPRS (General Packet Radio Service)

Data speed in GPRS(2G service) is upto 128kbps
GPRS service is provided to all prepaid customers in default. To get it activated in a mobile , subscriber needs GPRS settings.

GPRS Settings for Handsets MADE EASY

The customer can use the data services of BSNL over GPRS/EDGE/3G bearer. The data service can be used for HTTP browsing, WAP browsing, downloading or streaming video/audio content and also for sending and receiving MMS. For each of these services an APN (**Access Point Name**) has to be setup in the customer Handset. Thefollowing APNs are now being used:

S.No	APN	USE
1	**bsnlnet**	This is used for http browsing. It is used for internet browsing with Data Card/Handset from PC/LAPTOP. The handsets having the http browsing support can also use this APN to browse.
2	**bsnllive**	This is basically for WAP browsing. It is used for internet browsing or content download from handset.
3	**bsnlstream**	This is used to watch all streaming content services like Mobile TV, Video Clips/Audio Clips in BSNL Live and Hello TV.
4	**bsnlmms**	This is used for sending and receiving MMS.

The customer can setup all the APNs or a selected one depending upon the requirement.

The different way of getting the APN (**Access Point Name**) settings are described below:

1. **Settings over SMS**: Customers may send SMS XXX to **58355** to get the GPRS/3G settings. XXX stands for individual keyword for corresponding settings.

XXX	APN (Access Point Name)
BSNL	bsnlnet, bsnllive, bsnlstream, bsnlmms
LIVE	bsnllive
TV	bsnlstream
NET	bsnlnet
MMS	bsnlmms

Selected settings corresponding to the handset will be pushed to the handset. Customer has to save the settings in the handset. "bsnllive" should preferably be made default setting in the handset.

2. **Settings from Website:** The settings are also available at website www.cellone.in for downloading to the handsets by the customers. Customer can go to that internet website from the computer and give the mobile number and select the handset. The selected settings will be sent to the handset. These are to be saved.

3. **Manual configuration of Settings:** The settings corresponding to the handset may be manually set in the handset. The details of Manual settings are given below and are also available in the website www.cellone.in.

4. **Settings from Call centre**: The settings may also be received from the call centre by dialing 1503. Customers are pushed or guided by them for settings.

Setting Type	(GPRS Internet/HTML)	(GPRS MMS)	(GPRS WAP)	(GPRS STREAM)
Connection name	BSNLNET	BSNLMMS	BSNLLIVE	BSNLSTREAM
Data bearer	GPRS	GPRS	GPRS	GPRS
Access point name	bsnlnet	bsnlmms	bsnllive	bsnlstream
User Name	NIL	NIL	NIL	NIL
Prompt password	NO	NO	NO	NO
Password	NIL	NIL	NIL	NIL
Authentication	Normal	Normal	Normal	Normal
Homepage	http://www.cellone.in	http://bsnlmmsc.in:8514	http://bsnllive.in	
PhoneIP address	Automatic	Automatic	Automatic	Automatic
Name server	Automatic	Automatic	Automatic	Automatic
Proxy server address	off	10.210.10.11	10.220.67.131	off
Proxy port number		8080	8080	

5. **Setting on TSD**: "bsnllive" and "bsnlstream" settings will be sent automatically when a new customer inserts the SIM to the handset for the first time or changes the handset.

Settings for Blackberry Handsets:

"blackberry.net" is the default APN for Web browsing in Blackberry handsets. Settings for **blackberry subscribers** is pushed by the Service Provider (RIM) as BSNL LIVE, BSNL MMS and BSNL Stream service books and gets automatically saved in the handsets. Blackberry device manager can be used for internet browsing from PC/Laptop using blackberry handset. Dial Blackberry Call centre at 1505 (Toll Free) to get more details.

For Tariff   **CLICK HERE**

6. Friends & Family Scheme

Friend & Family		
Max-5 F & F Numbers in Home LSA- Any netework	:	Using STV 97 (MRP Rs.97)
STV Validity	:	90 Days
Freebies for STV 97	:	60 Min. Any network Voice Call
Reduced call charges on F&F Numbers	:	Onnet @ 20p/Mim , Offnet @ 40p/Min
Reduced SMS charges	:	Any n/w Local @ 10p/SMS, National @ 50p/SMS
Change of F & F No	:	Rs.5 per change per number

To Activate Friend & Family through USSD Code:

Dial ALU IN USSD Code: *124#,

Press 4 for FnF & Then Press 1 for FnF View the list ; Press
2 for FnF Add - Enter **10 digit number followed by #**
Press 3 for FnF Modify - Enter the old number and new number as **<old number>*<new number>#**
Press 9 to go back to main menu or press 0 to exit

To Activate Friend & Family by sending SMS to 123

Activity	SMS Format
For FnF Add	**FFE<10 DIGIT NUMBER>**
For FnF Modification	**FFM<OLD NUMBER><NEW NUMBER>**

7. Gift Talk Time

Guidelines for transfer of talk time to another BSNL GSM 2G / 3G Prepaid subscriber within the same Circle

A: Registration and Deregistration:- Subscriber willing to transfer talk time from his phone will have to register for the same as follows :-

1. To register, send SMS with keyword "**register ptop**" to toll free short code 54455.
2. The SMS should be forwarded by the SMSC to the home zone C-TOPUP Platform. The said Platform will look into the content of SMS and process the request for registration, if not registered already. After registering, following SMS will be sent by the C-TOPUP Platform to the subscriber from short code 54455:- **"Dear subscriber, registration for ptop is successful. Password is "ABCDEF".**
3. To de-register, subscriber is required to send SMS with keyword "**deregister ptop**" to toll free short code 54455.
4. The SMS will be processed in the same manner as stated in para (ii) above, for de-registration and following confirmation SMS will be sent by the home zone C-TOPUP platform to the subscriber after deregistration:-
   "Dear subscriber, deregistration for ptop is successful".
5. In case, a subscriber wishes to change the password, he/she can send SMS keyword, "**Change ptop password ABCDEF to GHIJKL repeat GHIJKL**" to short code 54455 (where ABCDEF is the existing password and GHIJKL is the new password).
6. In case, a subscriber has forgotten the password, he/she will have to send request for registration again. The C-TOPUP system will check up the existing database and will send existing password in the form of following message:-
   "Dear subscriber, your existing password is ABCDEF"

B: Methodology for talk time transfer

I. For transferring talk time from his/her account to another prepaid GSM / 3G subscriber of the same LSA, the subscriber will send SMS, "**Gift 94xxxx 200 pwd**"
   to short code 54456. (SMS charges Rs 2/-)

II. The C-TOPUP Platform will look into the content of the SMS and will check from the IN system availability of required balance talk value in the account of transferor so as to ensure that post transaction balance in the IN account of the transferor remains Rs. 200.

III. If balance is not adequate, C-TOPUP platform will generate message, "**Request rejected due to inadequate balance in your mobile. Please Recharge/ Topup and then send transfer request**"

IV. If balance amount in account is adequate, C-TOPUP platform will send request to the IN System for talk time transfer in the form of topup decrease in the account of transferor and increase in the account of transferee in accordance with following rules:-

   a) Amount of minimum Rs. 10 or its multiples upto maximum amount of Rs.200 is allowed as talk value transfer per transaction i.e. value of talk time transfer (Rs. X) can be between Rs.10 and Rs.200 but in multiples of Rs.10 only.
   b) Service charges @ 10% of talk-value to be transferred, subject to a minimum of Rs.3 per transaction, will additionally be deducted from the talk value of transferor account. Net talk value X, to be equal to that requested by the subscriber, is to be credited to the account of transferee after deducting Rs. X and 10% of Rs. X or Rs. 3, whichever is higher, from the account of transferor.
   c) To begin with only five transactions per month per subscriber are to be allowed.
   d) Talk time transfer from GSM PCO will not be allowed.

8.International Roaming

Presently International Roaming facility is now available for the Pre-Paid consumers also.

Zone-wise List of countries & detailed tariff is available in www.ir.bsnl.co.in.
To Avail this Service, **Pre-paid Customers** are required to **submit their Existing pre-paid SIM and collect New International Roaming SIM (Dual SIM) at CSC.** When new IR subscribers approach CSRs for dual IMSI SIM, the CSR team should inform the new IR subscribers about the new STV IR57 which should be subscribed before proceeding on International Roaming.

With effect from 05.11.2018, **International roaming facility will be available to the pre-paid Customers only after activation of the above STV IR57**. This **applies for the existing international Pre-paid roamers also**

 Postpaid customers has to approach nearest CSC with written request along with two self attested photographs and a copy of passport to get International Roaming Facility.

After feasible report is received by CSC One time security deposit of INR 5000/- [refundable] and INR 99/- per month will be charged in addition to the international roaming usage. A special International Roaming SIM. will be issued by swapping the current SIM available with customer.

International roaming facility is available for Post paid subscribers for more than 300 networks across the globe.
List of Network/Countries where International Roaming Facility is available **CLICK HERE**

Guidelines for International Roamers of BSNL **CLICK HERE**

To book ISD complaints **CLICK HERE**

Feel free to call our Toll free numbers: **1500** (Lalndline) **1502** (CDMA/Wi-Max) **1503** (Mobile) **1504** (Broadband). *Log on to our web*: tamilnadu.bsnl.co.in or bsnl.co.in