

FAQ's Topics

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- ❖ 3G Mobile Services
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BSNL Mobile - Postpaid

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What are the guidelines for corporate connections?


A minimum of five connections is required to be booked in the name of the corporate along with requisite documents. No security deposit is required for corporate connections. For details contact corporate manager on 9415000455

What are the additional features I can have on my BSNL Mobile Postpaid?


"Your **BSNL** Mobile Postpaid is equipped to provide you with a range of features for entertainment and better communication. With **BSNL** Mobile Postpaid you enjoy STD, ISD, National roaming, unlimited SMS, WAP, GPRS, MMS, friend & family talk, downloads from indiatimes.com, news business etc. For further details please contact our call centres."

I am having problem in sending or receiving SMS.


"In case of problem in sending SMS (first time), please check that correct service centre number (+919417099997) is selected. For subsequent problem, check your memory box (Incoming or Outgoing). If problem still continues, dial help-line 9415024365 to arrange needful action"


Is there any initial deposit for SMS? What is rental for SMS?


"There is no initial deposit for SMS. It is available with every connection. There is no rental charge for SMS, however, usage charges are to be paid."

What are the charges for SMS in various plans? What is the SMS charge...

What are the charges for SMS in various plans? What is the SMS charge while subscriber is on roaming?

"The SMS (Maximum 160 characters) are charged @ Re.0.40 per message within same license area. Re.0.80 per message is charged for sending SMS to outside SA or while on roaming. All incoming messages (SMS) are free"

What is monthly rental for the different plans?



For monthly rentals of different plans see mobile section of **BSNL** website.

Recently, different plans i.e. Plan-225, Plan-325 or Plan-525...

Recently, different plans i.e. Plan-225, Plan-325 or Plan-525 etc are announced. How, I can avail plan other than selected earlier? Whether I need to pay any charge for the change of the plan?

"The option forms for change of the plan was circulated through bills for the month May 2003, the same can be filled up and given to the designated CSCs. The services shall be interrupted for the period of change over of the plan.

The change of plan is free of cost and can be changed as per the convenience of the subscribers."

What is pulse system in BSNL Mobile Postpaid? Is it same for incoming and outgoing calls?


"It is the minimum time period for which call will be charged.

The **BSNL** Mobile Postpaid outgoing call pulse is @15 seconds interval.

The **BSNL** Mobile Postpaid incoming call pulse is @ 60 seconds interval.

For example, in Plan-325 call charges when cell-to-cell calls are made within the same circle, the call charges will be Rs. 1.40/- per minutes. Under this situation, the call charges are Re. 0.35 per fifteen seconds, so, if call duration is 25 second then call charges will Re.0.70/-."

What amount will be charged when subscriber –A at Sitapur of UP (E)...

What amount will be charged when subscriber –A at Sitapur of UP (E) Cellular Circle Lucknow makes a call to subscriber-B at Balia of UP (E) Cellular Circle?

Subscriber – A will have to pay the local call charges only because both places are in the same license service area whereas subscriber –B has to pay nothing.

What amount will be charged when subscriber –A of UP (E)...

What amount will be charged when subscriber –A of UP (E) Cellular Circle Lucknow while roaming at New Delhi making a call to subscriber –B of UP (East) Cellular Circle roaming at (a) New Delhi (b) Mumbai?

Subscriber -A will have to pay the STD charges from Delhi to Lucknow in both cases whereas subscriber-B (while receiving the call) will have to pay the STD charge from Lucknow to New Delhi for case (a) and Lucknow to Mumbai for case (b) above.

What amount will be charged when subscriber -A of UP (E)...



What amount will be charged when subscriber -A of UP (E) Cellular Circle Lucknow while roaming at New Delhi making a call to subscriber - B of UP (West) Cellular Circle roaming at (a) Varanasi (b) Mumbai?

Subscriber -A will have to pay the STD charges from Delhi to Agra in both cases whereas subscriber-B (while receiving the call) will have to pay the STD charge from Agra to Lucknow for case (a) and Agra to Mumbai for case (b) above.

Services

- Landline
- Mobile
- Broadband
- Enterprise Services
- Business Opportunities
- Download Forms
- Help Desk
- Toll Free Number
- Available Space on Rent

My Account

- Pay Landline/Broadband Bill
- Pay Mobile Bill
- Mobile Duplicate Bill
- SMS Alerts

Contact Us

- Reach Us
- Sitemap
- Feedback
- FAQ

Other Info

- Consumer Grievances
- RTI
- Independent External Monitor
- TAC Members
- TRAI QoS Report
- Beware of fake websites
- Gallery
- GST

Useful Links

- Spl Char & Short Code
- National Portal of India
- UID-Aadhar website
- DoT Website
- Info Security Awareness
- Do Not Call Register
- Parental Control
- TCCCP 2018
- BSNL Pensioners Portal
- Virtual Data Room for BSNL Properties
- Sanchar Saathi Portal