

Product	Questions	Response	Expected
BSNL	What is the activation charge for a new BSNL mobile connection?	100	This answers should be more like a human. It should give me in a sentence
	What security deposit is required for a BSNL mobile connection with a Local and STD calling facility?	500	
	How much is the monthly charge for the BSNL mobile plan with 70 GB of free data?	399 - ghar wapsi plan	
	How much is the monthly charge for the BSNL mobile plan with 50 GB of free data?	Plan - 798 has 50 GB free data along with unlimited local STD calls	
	Can I add family connections to my BSNL mobile plan?	Yes, you can add family connections to your BSNL mobile plan. The number of family connections varies by plan: Plan-525 offers one additional family SIM with unlimited voice and 30GB of data per month, Plan-798 offers two family connections with unlimited voice and 50GB of data per SIM, and Plan-999 allows for three family connections, each with unlimited voice calls and 75GB of data. However, in case any family connection with a plan wishes to port out, the family connection will be required to be dissolved and the family connection would be required to be on individual active postpaid plans of their choice to process the porting.	Shorter message is coming
	எனது BSNL மொபைல் திட்டத்தில் குடும்ப இணைப்புகளைச் சேர்க்க முடியுமா?	ஆம், நீங்கள் தேர்ந்தெடுக்கும் திட்டத்தைப் பொறுத்து 2 அல்லது 3 குடும்ப இணைப்புகளைச் சேர்க்கலாம். ஒவ்வொரு குடும்ப இணைப்புக்கும் தனித்தனியாக வரம்பற்ற குரல், 50 ஜிபி டேட்டா மற்றும் ஒவ்வொரு குடும்ப இணைப்பிலும் ஒரு நாளைக்கு 100 எஸ்எம்எஸ் கிடைக்கும்.	
	What is the rate for international calls on BSNL mobile plans?	ISD charges - Rs.99/min	
	How can I check my BSNL balance and data usage?	Balance: You can check your balance by dialing *123# or using the BSNL mobile app. Data Usage: To check data usage, dial *124# or use the BSNL app where you can find detailed data usage information.	124 is read as One Hundred Twenty Four
	How can I access BSNL customer care?	You can contact BSNL customer care by dialing 1503 from a BSNL number or 1800-180-1503 from any other number.	
	How can I activate or deactivate BSNL services like caller tunes, DND, etc.?	Caller Tunes: To activate BSNL Tunes, dial *567# or send an SMS with the keyword "BT ACT" to 56700. To deactivate, send "UNSUB" to 56700. DND (Do Not Disturb): To activate DND, send "START DND" to 1909. You can also deactivate it by sending "STOP DND" to 1909.	
	அழைப்பாளர் டியூன்கள், டிஎன்டி போன்ற பிஎஸ்என்எல் சேவைகளை நான் எவ்வாறு செயல்படுத்துவது அல்லது செயலிழக்கச் செய்வது?	காலர் டியூன்கள்: பிஎஸ்என்எல் டியூன்களை செயல்படுத்த, * 567 #ஐ டயல் செய்யுங்கள் அல்லது பி. டி. ஏ. சி. டி என்ற முக்கிய வார்த்தையுடன் ஒரு எஸ்எம்எஸ் 56700 க்கு அனுப்பவும். செயலிழக்க செய்ய, UNSUB ஐ 56700 க்கு அனுப்பவும். DND (தொந்தரவு செய்யாதீர்கள்): DND ஐ செயல்படுத்த, START DND ஐ 1909 க்கு அனுப்பவும். 1909 க்கு STOP DND ஐ அனுப்புவதன் மூலமும் நீங்கள் அதை செயலிழக்கச் செய்யலாம்.	
	How can I port my number to BSNL?	To port your number to BSNL, send an SMS with "PORT" followed by your 10-digit mobile number to 1900 from your existing SIM. You will receive a Unique Porting Code (UPC) which you need to submit along with your documents at the nearest BSNL office.	
	What is the process for requesting a new BSNL connection?	You can request a new BSNL connection online through the BSNL website, by visiting a BSNL office, or by contacting customer care. You will need to submit your KYC documents such as Aadhaar card, passport-size photo, and address proof.	
	How do I update my contact details with BSNL?	To update your contact details, visit the nearest BSNL office with your ID proof and submit a request. You may also be able to update certain details through the BSNL self-care portal.	
How can I recharge my BSNL number?	You can recharge your BSNL number through the official BSNL website, the BSNL mobile app, or using third-party platforms like Paytm, Google Pay, or other online payment services. Recharge options are also available at local retail shops.		

<p>What are the benefits of a BSNL Mobile Postpaid connection?</p>	<p>BSNL offers a range of postpaid plans, such as Plan-199, Plan-399 (Ghar Wapsi), Plan-525, Plan-798, and Plan-999, with monthly charges ranging from Rs. 199 to Rs. 999. All plans include unlimited voice calls within the home LSA (Licensed Service Area) and national roaming, including areas covered by the MTNL network in Mumbai and Delhi. Users receive 100 free SMS per day across all postpaid plans. The data offerings vary by plan: • Plan-199 includes 25GB of data (with data rollover up to 75GB). • Plan-399 offers 70GB of data (with rollover up to 210GB). Higher plans, such as Plan-525, Plan-798, and Plan-999, provide increased data allowances with the ability to roll over unused data to subsequent months. Some plans offer additional family SIMs: • Plan-525 offers one additional family SIM with unlimited voice and 30GB of data per month. • Plan-798 offers two family connections with unlimited voice and 50GB of data per SIM. • Plan-999 allows for three family connections, each with unlimited voice calls and 75GB of data.</p>	<p>Data Benefits: Each plan comes with a specific amount of data, with the option for data rollover:  Plan-199: 25 GB with rollover up to 75 GB.  Plan-399: 70 GB with rollover up to 210 GB.  Plan-525: 85 GB with rollover up to 255 GB.  Plan-798: 50 GB with rollover up to 150 GB.  Plan-999: 75 GB with rollover up to 225 GB.  Family Connections: Higher-tier plans offer additional family SIMs with their own voice, data, and SMS benefits:  Plan-525: One additional family SIM.  Plan-798: Two additional family SIMs.  Plan-999: Three additional family SIMs.  It should give each plan in a new line if it does not give in a table</p>
<p>How do I apply for a new BSNL Mobile Postpaid connection?</p>	<p>You can apply for a new BSNL Mobile Postpaid connection by visiting the nearest Customer Service Centre (CSC) or by contacting the BSNL customer care number. You will need to provide proof of identity and address, as well as fill out an application form.</p>	
<p>What should I do if my BSNL SIM card is lost or stolen?</p>	<p>A new SIM with same mobile number would be made available after receipt of a copy of FIR of the lost SIM and a deposit receipt Rs. 20/- for 32/64 k &amp; Rs. 59/- for micro 32/64 k/nano 64 k, 3G 128 K and Rs. 200/- for 256 K from any of our distributor/CSC of the city from where connection is taken. The balance amount shall be transferred to new SIM. SIM may be replace after verification of valid proof of identity (POI) &amp; valid proof of address (POA) with original as per details available in billing system, photocopy of the same to be taken with SIM replacement form</p>	
<p>எனது BSNL சிம் கார்டு தொலைந்துவிட்டால் அல்லது திருடப்பட்டால் நான் என்ன செய்ய வேண்டும்?</p>	<p>இழந்த சிமின் எ.பி. ஐ. ஆர் நகல் மற்றும் வைப்பு ரசீது கிடைத்த பிறகு அதே மொபைல் எண்ணுடன் ஒரு புதிய சிம் கிடைக்கும். 20/- க்கு 32/64 k &amp; ரூ. 59/- மைக்ரோ 32/64 கே.நானோ 64 கே, 3ஜி 128 கே மற்றும் ரூ. இணைப்பு எடுக்கப்பட்ட நகரின் எங்கள் விநியோகஸ்தர்/சிஎஸ்சி யாரிடமிருந்தும் 256 கே-க்கு 200/- மீதமுள்ள தொகை புதிய சிம்முக்கு மாற்றப்படும். செல்லுபடியாகும் அடையாளச் சான்று (பிஓஐ) மற்றும் செல்லுபடியாகும் முகவரிச் சான்று (பிஓஏ) சரிபார்ப்பிற்குப் பிறகு, பில்லிங் அமைப்பில் கிடைக்கும் விவரங்களின்படி அசல் சிம் மாற்றப்படலாம், அதன் புகைப்பட நகல் சிம் மாற்று படிவத்துடன் எடுக்கப்பட வேண்டும்.</p>	
<p>यदि मेरा बीएसएनएल सिम कार्ड खो जाए या चोरी हो जाए तो मुझे क्या करना चाहिए?</p>	<p>खोए हुए सिम की एफ. आई. आर. की प्रति और रुपये जमा करने की रसीद मिलने के बाद उसी मोबाइल नंबर के साथ एक नया सिम उपलब्ध कराया जाएगा। 20/- 32/64 k के लिए और रु। माइक्रो 32/64 k/नैनो 64k, 3G 128K के लिए 59/- और रु। 200/- हमारे किसी भी वितरक/शहर के सी. एस. सी. से जहां से कनेक्शन लिया जाता है। शेष राशि को नए सिम में स्थानांतरित कर दिया जाएगा। सिम को पहचान के वैध प्रमाण (पी. ओ. आई.) और पते के वैध प्रमाण (पी. ओ. ए.) के सत्यापन के बाद बिलिंग प्रणाली में उपलब्ध विवरणों के अनुसार मूल के साथ बदला जा सकता है, उसी की फोटोकॉपी सिम प्रतिस्थापन फॉर्म के साथ ली जा सकती है।</p>	
<p>જો મારું BSNL સિમ કાર્ડ ખોવાઈ જાય અથવા ચોરાઈ જાય તો મારે શું કરવું જોઈએ?</p>	<p>ખોવાયેલા સિમની એફ. આઈ. આર. ની નકલ અને રૂ. 20/- 32/64 k માટે અને રૂ. 59/- માઇક્રો 32/64 k/નેનો 64k, 3G 128K અને રૂ. 200/- અમારા કોઈપણ ડિસ્ટ્રીબ્યુટર/શહેરના સી. એસ. સી. પાસેથી જ્યાંથી જોડાણ લેવામાં આવે છે. બાકીની રકમ નવા સિમમાં ટ્રાન્સફર કરવામાં આવશે. સિમને ઓળખના માન્ય પુરાવા (પી. ઓ. આઈ.) અને સરનામાના માન્ય પુરાવા (પી. ઓ. એ.) ની ચકાસણી પછી બિલિંગ સિસ્ટમમાં ઉપલબ્ધ વિગતો અનુસાર મૂળ સાથે બદલી શકાય છે, તેની ફોટોકોપી સિમ રિપ્લેસમેન્ટ ફોર્મ સાથે લેવામાં આવશે.</p>	

माझे BSNL सिम कार्ड हरवले किंवा घोरीला गेल्यास मी काय करावे?	हरवलेल्या सिमच्या एफ. आय. आर. ची प्रत आणि ठेवीची पावती मिळाल्यानंतर त्याच मोबाईल क्रमांकासह नवीन सिम उपलब्ध करून दिले जाईल. 20/- 32/64 के आणि रु. 59/- मायक्रो 32/64 के/नॅनो 64के, 3जी 128के आणि रु. ज्या शहरातून जोडणी घेतली जाते त्या शहरातील आमच्या कोणत्याही वितरक/सी. एस. सी. कडून 256 के. साठी 200/- रुपये. उर्वरित रक्कम नवीन सिममध्ये हस्तांतरित केली जाईल. वैध ओळख पुरावा (पी. ओ. आय.) आणि वैध पत्त्याचा पुरावा (पी. ओ. ए.) यांच्या पडताळणीनंतर बिलिंग प्रणालीमध्ये उपलब्ध असलेल्या तपशीलांनुसार मूळ सिम बदलले जाऊ शकते, ज्याची छायाप्रती सिम बदलण्याच्या फॉर्मसह घेतली जाईल.
How can I get my bill delivered to a different address?	Yes, you can get your bill in other cities provided you apply to the nearest cscls of the place from where your voice connection is taken along with proof of address for the place you need to get your bills delivered
What are the options for paying my BSNL bill?	You can pay your BSNL bill through various options such as online payment, mobile banking, credit/debit card, and by visiting a nearby BSNL office.
Can I get a detailed breakdown of my bill?	In this detailed billing, detailed call wise (incoming and outgoing) will be given, the subscription fee is Rs.50/- p.m. This facility is available for postpaid customer only.
What should I do if I have a billing complaint or excess charges on my bill?	You may write to the local BSNL administration giving details of excess charges and drop your complaints in drop box or contact your CSC/ dealer
What is the minimum number of connections required for a corporate BSNL Mobile Postpaid plan?	A minimum of five connections is required to be booked in the name of the corporate along with requisite documents.
कॉर्पोरेट योजना के लिए कनेक्शन की न्यूनतम संख्या	आवश्यक ध्वनि दस्तावेजों के साथ निगम के नाम पर कम से कम पांच कनेक्शन बुक करने की आवश्यकता होती है।
Is there a security deposit required for corporate BSNL Mobile Postpaid connections?	No
What features are included with BSNL Mobile Postpaid connections?	There are a host of services, features available free of cost and pre-activated like roaming, CLIP, call waiting/ call hold, voice mail etc.
How can I troubleshoot issues with SMS sending or receiving on my BSNL Mobile Postpaid connection?	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
What are the SMS charges for BSNL Mobile Postpaid plans?	0.80 for Local SMS, 1.20 for National SMS, and 6.00 for International SMS
What are the charges for calls made from a BSNL Mobile Postpaid connection to another BSNL Mobile Postpaid connection within the same service area, but when the receiving subscriber is roaming?	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.
Can I send SMS messages to international numbers using a BSNL Mobile Postpaid connection?	Yes, you can send SMS to foreign countries.
How can I activate voicemail on my BSNL Mobile Postpaid connection?	You can activate voicemail on your BSNL Mobile Postpaid connection by dialing *99# and following the prompts.
Are there any charges associated with using voicemail on BSNL Mobile Postpaid?	There is no upfront charge, recording charge for VMS. There is no rental for VMS, however, retrieval of message attracts the outgoing charges as per the plan selected by the subscribers.
What is the Friend and Family Scheme?	The friend and family scheme is available unidirectional (to the applicant) within the mobile numbers of same service area. The monthly charges to applicant is as follows: Voice VPN +: Rs. 75 per BSNL Mobile Number up to three choice numbers * Rs. 100 per BSNL Mobile Number for more than three choice numbers
Can I add or remove choice numbers from my Friend and Family Scheme?	No, you cannot add or remove choice numbers from your Friend and Family Scheme.
Is it possible to convert a BSNL Mobile Postpaid connection to a prepaid connection?	No. At present it is not possible to convert your postpaid connection to prepaid connection or vice versa. Both the SIMs are not changeable. You have to apply afresh for prepaid/postpaid connection (as the case may be) and to complete requisite procedures for obtaining the connection.

<p>What are the charges for nationwide roaming on a BSNL Mobile Postpaid connection?</p>	<p>Outgoing Local/STD Calls: ₹0.80 per minute  Incoming Calls: Free  Video Calls:  Local/STD: ₹2.00 per minute  Incoming: ₹1.00 per minute  SMS:  Local: ₹0.80 per SMS  National: ₹1.20 per SMS  Roaming (Local/National): ₹0.25 per SMS  These charges apply across all postpaid plans</p>	
<p>Can I send SMS messages to foreign countries from my BSNL Mobile Postpaid connection?</p>	<p>Yes, you can send SMS to foreign countries</p>	
<p>charges for nationwide roaming</p>	<p>Outgoing Local/STD Calls: ₹0.80 per minute Incoming Calls: Free Video Calls:  Local/STD: ₹2.00 per minute Incoming: ₹1.00 per minute SMS: Local: ₹0.80 per  SMS National: ₹1.20 per SMS Roaming (Local/National): ₹0.25 per SMS These  charges apply across all postpaid plans</p>	