

Product	Questions	Response
BSNL	Why is my bill higher than expected this month?	Your bill may be higher than expected due to several reasons, such as exceeding your monthly data limit, using premium or international calling services, or subscribing to additional family connections. Additionally, if you have used international roaming services or made video calls, these will also incur extra charges
	How can I update my billing address or contact details?	To update your billing address or 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 do I check the balance and validity of my BSNL prepaid account?	To check your BSNL prepaid balance and validity, dial *123# or use the BSNL mobile app. The app will provide detailed information about your account balance, data usage, and validity period.
	How can I upgrade or change my broadband or mobile plan?	To upgrade or change your BSNL broadband or mobile plan, you need to follow these steps: 1. Visit the BSNL website and log in to your account. 2. Navigate to the 'Plans and Offers' section. 3. Select the new plan you wish to upgrade to or switch from your current plan. 4. Fill out the required information and submit the form. 5. Your services will be interrupted for a short period during the changeover process. 6. Once the change is complete, you will receive a new bill reflecting the updated charges. Note: Changing your plan may affect your monthly rental and other service charges.
	How do I activate or deactivate international roaming on my BSNL number?	To activate international roaming, you need to send an SMS with the keyword "ON" to 53733. To deactivate, send "OFF" to 53733.
	How do I activate or deactivate BSNL Caller Tune or other value-added services?	To activate BSNL Tunes, dial *567# or send an SMS with the keyword "BT ACT" to 56700. To deactivate, send "UNSUB" to 56700.
	How can I stop receiving promotional or spam messages?	To stop receiving promotional or spam messages, you can activate DND (Do Not Disturb) by sending "START DND" to 1909.
	How do I check my BSNL broadband data usage?	To check data usage, dial *124# or use the BSNL app where you can find detailed data usage information.
	How can I port my number to BSNL or from BSNL to another provider?	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. To port out from BSNL to another provider, contact the new provider and provide them with your UPC and documents.
	What are the current BSNL prepaid recharge offers?	BSNL offers various prepaid recharge plans such as STV 147, FRC 249, STV 298, STV 399, STV 485, PV 997, PV 1999 and popular plan vouchers like Plan Voucher 107, Plan Voucher 108, Plan Voucher 153, Plan Voucher 197, Plan Voucher 199, Plan Voucher 229, Plan Voucher 249 and Plan Voucher 397. These plans come with different validity periods and benefits such as unlimited voice calls within the country including national roaming in Mumbai and Delhi, SMSes per day, data allowances with speed reduction after specific limits are reached.

