

FAQ's Topics

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A+ A- A



BSNL Mobile - Postpaid

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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 making a call to subscriber -B of UP (East) Cellular Circle roaming at (a) Meerut (b) Mumbai?

Subscriber –A will have to pay the local call charges 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 Lucknow to Mumbai for case (b) above.

Whether international roaming is also available?

International roaming is available for more than 160 countries. [view list of countries](#)

Can I send overseas SMS (i.e. to foreign countries)?

Yes, you can send SMS to foreign countries.

Can I send SMS to 2424 or 7333 etc. from BSNL cellular service?

No. It will be possible only after we enter in to an agreement with the companies operating in these services.

How I can use Voice mail service? Is there any initial deposit?

"There is no initial deposit for availing the facility of voice mail service. Initially, Voice mail service is to be applied free of cost and then it can be activated by dialing the number 17000 and following the series of IVRS instructions. The procedure of setting of voice mail-box may take 8 to 10 minutes time, hence, it shall be tried only when subscriber is free and can devote this much of time to the system. Once the voice mailbox is setup, then facility of VMS may be availed by diverting the call to 17000 under specified requirement."

Is there any rental or usage charge for VMS?

"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."

Do you provide WAP and GPRS services?

"WAP services are available in **BSNL** Network. GPRS service shall be launched shortly .."

Can I send mail from PC to BSNL Mobile Postpaid - BSNL Mobile?

"Yes, it is possible provided **BSNL** Mobile Postpaid subscriber has subscribed for UMS"

What shall be my BSNL mobile mail id?

The mobile mail id will be mobilenumbers@bsnlumn.com provided **BSNL** mobile subscriber has subscribed for UMS.

How to send Fax messages from PSTN fixed line network to the BSNL Mobile...

How to send Fax messages from PSTN fixed line network to the BSNL Mobile Postpaid BSNL mobile and vice-versa?

BSNL mobile number needs to take subscription of UMS for sending Fax messages from PSTN fixed line network to **BSNL** mobile and vice-versa Kindly see 'services' section of www.bsnl.co.in for details.

How to send SMS/email from website to BSNL mobile number?

SMS/ email can be sent from website to **BSNL** mobile number by using the **BSNL** mobile mail id which is available upon subscription of UMS

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
- TCCCPR 2018
- BSNL Pensioners Portal
- Virtual Data Room for BSNL Properties

- Sanchar Saathi Portal