

FAQ's Topics

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BSNL Mobile - Postpaid

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Can I get my bill in other city? +

"Yes, you can get your bill in other cities provided you apply to the nearest CSCs of the place from where connection is taken along with proof of address for the place you need to get your bills delivered"

Where I can deposit my bills? +

"The bills can be deposited at any of the designated (mobile) CSCs or by dropping crossed Cheque in drop boxes with details written on the back of Cheque i.e. Mobile No., Account No., Invoice No and Name of the subscriber."

Can I deposit my bills in other cities? +

"Yes, bills can be deposited in other cities also either by cash or by Cheque but the Cheque shall be of the city where payment is deposited.."

What is detailed billing? Whether It is available for prepaid connections? +

"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."

How I can pay when I go on vacation / abroad for longer period? +

"You may pay advance amount, which will be adjusted, in your future bills"

Whom to contact for excess charges/ billing related complaints? +

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.

Can I keep my BSNL Mobile Postpaid connection under safe custody? What are the charges? +

"Yes you can keep your **BSNL** Mobile Postpaid mobile connection under safe custody. The charges are Rs. 50 on each occasion + normal rent of the opted plan. For keeping your **BSNL** Mobile Postpaid connection under safe custody, you may apply to nearest CSC/ dealer."

How to surrender the BSNL Mobile Postpaid mobile connection... +**How to surrender the BSNL Mobile Postpaid mobile connection and get the security deposit refunded?**

You may apply on plain paper to nearest CSC/dealer from where connection is obtained. The security amount will be refunded within 90 days at your billing address through Cheque. For details / difficulties contact call centre

What should I do if my Mobile (SIM) requires PUK Number? +

"The PUK No can be obtained from help line (9415024365) on giving mobile No. and SIM serial number. The PUK No. should be entered carefully as wrong feeding of PUK No repeatedly will damage the SIM, permanently"

What should I do if my SIM is damaged? +

Rs. 20/- for 32/64 k & 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) & 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.

What should I do if my SIM is lost? +

"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 & 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) & 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.

Services

- Landline

My Account

- Pay Landline/Broadband Bill

Contact Us

- Reach Us

Other Info

- Consumer Grievances

Useful Links

- Spl Char & Short Code

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

- Pay Mobile Bill
- Mobile Duplicate Bill
- SMS Alerts

- Sitemap
- Feedback
- FAQ

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

- 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