



Dear Customer,

Sub : Details of International Roaming (IR) Services of BSNL

At the outset, we would like to thank you for subscribing to BSNL's International Roaming Facility. BSNL is providing International Roaming services in 476 Networks in 195 countries covering nook and corner of the world.

This letter is being dispatched to help you understand various billing components pertaining to International Roaming so as to enable you to use our International roaming services in an informed uninterrupted and seamless way. All details pertaining to our international roaming service are also available at website www.ir.bsnl.co.in.

Subscription- IR Service of BSNL is available on request to postpaid customers by filling up a simple service request form. Two self attested photographs, an attested copy of the passport and a one time security deposit of INR 5000/- [refundable] needs to be deposited along with request form. Subsequently, INR 99/- per month will be charged as a subscription fees over and above the actual international roaming usage.

Using the IR services

While roaming abroad, you can choose a network of your choice by simply following the steps mentioned below:

- Before leaving, check that your roaming function has been activated by calling our Customer Service Centre (Call Toll Free Number 1503)
- After landing into foreign country, switch ON the phone and go to the 'Menu'. Click on Cellone (BSNL Mobile in new SIMs) and select Network.
- In the network you will get options of National and International. Select International, you will get 'CellOne' and 'Partner Network'
- Select the option Cellone, you will get a message - "CellOne International Selected". Wait for two minutes you will get the Network automatically
- If it fails, please select the network manually.(By selecting Setting and then Network in your phone)

International Roaming Tariffs -The applicable charges are variable and dependent on the foreign operators. For an updated detailed tariff of operators in various countries, we request you to visit our website www.ir.bsnl.co.in.

Voice/SMS-All voice calls viz. incoming and outgoing (including calls to BSNL Customer Care) are chargeable while you are overseas. The call charges are completely operator dependent and are in general charged for a 60 second pulse. The SMS is charged for 160 characters per outgoing SMS (For example, in case of an SMS of 170 characters, it will be treated as 2 SMSs).

GPRS/Data – The charges for GPRS/Data usages are calculated in terms of the Volume of data sent or received. As with the Voice / SMS, charges here are variable and completely dependent on foreign operators. Also note that your local plans for GPRS/Blackberry are not valid overseas and all data usages are charges at the visited operator rates.

Blackberry Usages – When roaming abroad, receiving and sending mails adds to the data usage and is charged accordingly.

Billing & Payments -

- While you are roaming overseas, as a service gesture, BSNL does not normally restrict your usage to the extent of your credit limit. This is done to allow you continued access, considering the significantly higher usage charges in international roaming.
- To get periodic updates on usage, subscribe to our free usage alerts service by sending an SMS "USG" to 53333. The charges incurred by you, while on international roaming, are sent to us by international operator and can take 3 days or even more and accordingly the alerts received by you may not reflect the latest status and will be as per the last update received by us.

Some Useful Tips -

- If you encounter any difficulties while roaming abroad, you can book your complaint at www.ir.bsnl.co.in OR Call +919434024365
- Check the Handset compatibility with Network frequency (GSM MHz 850/900/1800/1900) before travelling outside India and make sure that your handset will work in the country you are traveling to. Japan & Korea support 3G Hand Set, USA & Canada supports 1900 MHz Hand Set.
- To call back home dial the number with "+91".
- You can alert your callers that you are overseas by activating a Caller Tune announcing that you are overseas. Dial 56700 and select the English category.
- Certain GPRS based applications viz. GPS, Facebook, Blackberry messenger or any other instant messaging application etc. continuously consume data bandwidth leading to high Data-Roaming charges even when you are not using the same. This is applicable to smart phones and high-end GPRS capable handsets which poll (communicate with) the home network continuously. We advice you take an informed decision to keep these applications switched-on, while you are overseas. For any assistance in the matter, please call our customer helpline.
- Loss/Theft of SIM card or mobile phone while overseas should be reported to BSNL immediately at +919434024365. In case the theft is not reported immediately, all usage till the time of reporting will be payable by you.

We have tried to give some helpful information relating to International Roaming. We advice you to visit our website www.ir.bsnl.co.in for any further information.

We wish you a very happy journey !

Warm Regards
BSNL IR Team