

Office of the Chief General Manager
CMTS SECTION
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Chennai – 600 002



भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

TR/CMTS/Threshold Corr/2013-14/62 dated at Chennai 600002 the 28.09.2013

To
DGM (TR)/(F)
of all the SSAs.

1/10/2013

Sub:- Implementation of New Threshold procedure
W.e.f. 1.11.2012

Ref:- This Office LrNo. TR/CMTS/NEW THS/2012/29 dt 21.11.2012
and Threshold daily report

A kind reference is invited to this Office letter cited above, wherein instructions had already been issued to all the SSAs about the new threshold procedure to be followed by taking into account the credit worthiness/paying habits/deposit available of the subscriber. Threshold report for GSM, Wimax and CDMA with alarm ID exceeds more than 200 % of credit limit have been uploaded thro intranet to DGM of all the SSAs as well as email to AO's on daily basis.

The SSAs in coordination with CMTS billing centre Trichy should ensure that auto barring or manual barring of O/G/I/C at 200 % to 500 % to prevent heavy usage by the subscriber and escalation of outstanding. Since some subscribers are suspecting the heavy usage made by them especially when they were on international roaming or disputing the bill or seek extension of time for payment of bill. Hence the SSAs are hereby advised to brief the subscribers on voice/data usage and collect adequate deposit before permitting international roaming and also insist on passport, visa and other details to verify the financial soundness of the subscribers which will help to recover the dues from subscribers.

A pamphlet on instructions to subscriber briefing how to make use of international roaming facility is enclosed herewith.


Dy, General Manager (TR)
BSNL, O/o CGMT, T.N.Circle
Chennai – 600 002

Copy to

GM NW(O), CMTS, Zonal billing centre Trichy to take necessary action for monitoring of Threshold in real time basis for international roaming subscribers



BSNL Mobile

GUIDELINES FOR BSNL INTERNATIONAL ROAMING CUSTOMERS

Dear International Roaming Customer,

Please go through the following instructions very carefully to avoid hassles while you are on tour to foreign countries.

BEFORE LEAVING FOR FOREIGN COUNTRY

- ❖ Insert the new international roaming SIM card in the handset and rehearse international Network Selection Procedure given below in the title "after landing in the foreign country".
- ❖ Check that your roaming function has been activated, by simply calling our 24 hours customer service helpline 1503.
- ❖ Please make sure your handset will work in the country you're travelling to. Please check the Handset compatibility with Network frequency (GSM MHz 850/900/1800/1900) before travelling outside India. Japan & Korea support 3G Hand Set, USA & Canada supports 1900 MHz Hand Set.

AFTER LANDING IN THE FOREIGN COUNTRY

1. Please Switch ON the phone and go to
 - a) Settings-> Phone -> SIM Applications - (For iPhone)
 - b) Menu or Apps. - (For all Android Phones)
 - c) Menu-> settings-> Mobile Networks-> SIM Applications-(For Windows Phone)
 - d) Menu.-(For all other basic phones)
2. Select the BSNL Mobile or Cellone option (SIM card Symbol)
3. Select Network in that you will get Cellone and Home option
4. Select **Cellone** option. You will get notification in the mobile phone "Cellone International Selected"
5. Switch Off and On the Mobile.
6. If you are not getting the tower symbol in the mobile even after completing the above said procedure, please contact the customer service helpline 1503.

After getting tower symbol, if the customer facing any other problems like Outgoing call is ok but not getting Incoming, No Incoming SMS No Caller Id and etc customer can change the roaming partner.

1. Please check the roaming partner available in the visiting country by clicking the link <http://ir.bsnl.co.in/postpaid.jsp>
2. Select the Operator selection as Manual. Then handset will list the available networks after searching for some time. Now customer can select any desired operator. For example, if the customer is in Australia, Currently, There are two roaming partners are there in Australia Viz TELSTRA and Optus. Customer can change the roaming partner at any point of time, if the customer not satisfied with the performance or facing any problem with the current roaming partner.

VERY IMPORTANT NOTE

- ❖ 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 advise 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.
- ❖ To call back home while roaming, please dial the number with "+91".
- ❖ To access Voicemail abroad, you need to set up a Voicemail PIN code. To do this, access your Voicemail in the India and follow the voice prompts.
- ❖ 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.

For any further assistance

Phone : +914222451600 (for BSNL Tamil Nadu)
Email : hirebt@gmail.com
Website : www.ir.bsnl.co.in

For international roaming tariff
and worldwide coverage details,
please visit
<http://ir.bsnl.co.in/postpaid.jsp>