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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

TR/CMTS/Threshold Comp./2014-15/97 dated at Chennai 600002 the 21.05.2014

To

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All Heads of SSAs

Sub:- Guidelines for BSNL international roaming customers

Ref:- This Office Lr.No. TR/CMTS/Threshold corrs/2013-14/62
Dt 1/10/2013

A kind reference is invited to this Office letter number cited above reg. guidelines to be followed by BSNL new international roaming customers uploaded through intranet to DGM all the SSAs. In spite of this Office instructions, incidence of high usage and call disputes have occurred in THS Monitoring and mobile outstanding and disconnection cases on the rise due to International Roamers.

Hence it is once again reiterated that due care may be exercised while sanctioning International roaming facility to postpaid subscribers. Enhanced Security Deposit may be collected if the duration of overseas stay is beyond 7 days. Subscribers may be advised to carry mobile hand sets with basic features instead of High end smart phones which consume large data bandwidth and increase the usage charges of subscribers.

Suitable instructions may be issued to all the CSCs in your SSA and special brochure on guidelines to International Roamers to be supplied to all international roaming sanctions without fail in future.

Encl: As above

Principal General Manager (TR)
BSNL, O/o CGMT, T.N Circle
Chennai – 600 006

04/08-2416700



BSNL

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 INDIA FOR FOREIGN COUNTRIES

- ❖ 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 FOREIGN COUNTRIES

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 repeat the above said procedure after changing the mobile handset.
7. On returning to India, Select Home option. You will get notification in the mobile phone "Home Network Selected" and Switch Off and On the Mobile.

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://il.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.

❖ 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.

- ❖ 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.

An example: When a bsnl customer on Roaming in US

	CALL TYPE & OPERATOR	UTC (USD)	AT&T MOBILITY LLC (USD)	CINCINNATI BELL WIRELESS (USD)	T-MOBILE (USD)
1.	Local Call (with US code): BSNL / TELKATEL / R / AB	78	13	36	61
2.	Call back to India BSNL / TELKATEL / R / AB	155	26	114	118
3.	Incoming calls BSNL / TELKATEL / R / AB	52	13	36	46
4.	SMS Out going BSNL / TELKATEL / R / AB	18	10	16	13
5.	GPRS in PC	0.005/kB	0.001/kB	0.01 USD / KB	0.585937 USD / 50KB

The rates shown in this table are in USD. In addition, a 1% service charge may apply. Any other tax or equal to local network would be additional. Tariffs are indicative and subject to change without prior notice. Coverage / price / call rates due to currency fluctuations shall be non-negotiable and BSNL shall not be liable to adjust or waive off the amount.

For further assistance

Phone: 0 92239 5000 (Tel BSNL, Toll Free)
 Email: tel@bsnl.co.in
 Website: www.bsnl.co.in
 For more information on roaming, visit www.bsnl.co.in/roaming or www.bsnl.co.in/roaming
<http://il.bsnl.co.in/postpaid.jsp>

COMBATORE TELECOM DISTRICT