

## **Broadband FAQs**

### **What is BSNL Broadband Service?**

Broadband refers to a connection that has capacity to transmit large amount of data at high speed. Presently a connection having download speeds of 256 kbps or more is classified as broadband. When connected to the Internet such a connection allows surfing or downloading much faster than a dial-up or any other narrowband connections. **BSNL** offers 2 Mbps minimum download speed for its Broadband connections.

### **What is ADSL?**

ADSL stands for Asymmetric Digital Subscriber Line. It is a technology that allows copper telephone pairs to be used to provide a broadband connection. It provides 'always-on' Internet connection that is automatically established once the PC and ADSL modem are switched on.

### **What is always-on service? Will there be call charges?**

Always-on means that the ADSL broadband sets up a permanent connection to the internet that lets you access the internet as soon as you switch on the computer and the modem. You do not need to dial up like when you are using a standard modem connection. There will be no call charges for Internet access but voice calls will be charged as before.

### **How fast is ADSL compared to normal dial-up, ISDN and DIAS connection?**

If you are using a 2 Mbps broadband connection then you will be having a download speed which is 35 times faster than that of normal dial-up connection, about 16 times faster than that of ISDN connection and about 16 times faster than that of DIAS connection.

### **What are the benefits of ADSL?**

o Fast downloads o Upto 140 times faster than dial-up connection o Always on connection o Telephone and Internet access can be used together o No telephone call charges o Cost effective way to access Internet o A host of free content on the web can be downloaded faster

### **What is the difference between BSNL Broadband home and BSNL Broadband business?**

Both of these connections offer high speed Internet access respectively for home and office environment. In **BSNL** Broadband for business connecting more than one computer may be allowed along with other features like extra email addresses, domain name, web hosting space , static IP (Select Plans only) etc.

### **Do I need a separate line for ADSL?**

No. ADSL can run on your existing basic phone (Bfone) line. If you do not have a Bfone connection then you need to get one from **BSNL** before you can ask for an ADSL broadband connection.

### **Can I use both phone and ADSL together?**

Yes. ADSL uses a different set of frequencies and does not interfere with telephone conversation. Conversely, making a phone call while accessing the Internet does not affect the speed of the ADSL connection.

### **How do I get the connection?**

Fill up a registration form and deposit at **BSNL** customer centers. These forms are available on the **BSNL** web-site, from customer service centers and franchisees. You can also register online at **BSNL** website by filling a simple form. [Click here to register online](#)

### **What is a CPE? How do I get it?**

CPE stands for Customer Premise Equipment. This consists of an ADSL modem/router and a stand-alone or a build in splitter to separate the telephone and broadband connections. There are three options for getting the CPE from **BSNL**. Option I - Free Modem (Available only With selected Plans subject to conditions). Option II - Outright Purchase from **BSNL**. Option III - On Rent. [Please click here for details](#)

### **What is a splitter? Do I need one?**

If at your home/business, the same line is used for voice and data then you need to separate out these signals by using a splitter. The splitter will have one output for your telephone and one or more for the ADSL modem which in turn connects to your computer. This comes along with the modem that **BSNL** provides.

### **My friend has ADSL but BSNL in my city says I cannot!**

These could be the reasons for this. Your distance from the nearest ADSL Central Office equipment(DSLAM) may be beyond the technically permissible limit. Visibly the distance of your house/business may look same to you as your friend's but it is the actual cable length that counts. Once you apply for a **BSNL** broadband connection, your line will be tested and you will be informed whether your home/business is covered. Other reason could be that your friend has a **BSNL** fixed line phone and you do not. [Click here to view the list of cities having Broadband Service.](#)

### **What is download/upload?**

When the information flows from somewhere e.g. a web-page or a site to your PC you are "downloading" on the other hand when you send information e.g. request for a web-page, you are "uploading"

### **Why are the download/upload rates different?**

ADSL is an asymmetric technology giving different rates in "down" and "up" directions. This is perfectly fine since we download(browsing, downloading clips, music etc) much more than we upload(a website address, a few clicks etc)

### **How do I connect to ADSL?**

To connect to ADSL you need an ADSL modem/router to be installed at your home/business. On your PC you should have an Ethernet port with RJ45 socket. Some ADSL modems have a USB port and you could connect these modems to the USB port of your computer.

### **How do I install ADSL?**

Once your connection comes through, an installation pack consisting of the CPE and installation guide will be sent to you. If you have requested **BSNL** for installation, a technician will visit and complete the installation for you. If you are buying your own Modem you can still request for installation on payment of the requisite charges. We will, however, only support equipment supplied by us.

### **How long does it take to install ?**

Once we receive your order, **BSNL** will do the required line checks and assuming these pass it takes around 5-10 working days for the service to be enabled by **BSNL** at your local telephone exchange.

### **Do I need any software for the installation?**

No. With your Welcome Pack you get an installation CD which includes everything you need to get started. If you choose to use your own equipment (e.g. modem or router) then you will need to ensure you have the right software.

### **What is an IP address?**

When you connect to the Internet, your PC is automatically allocated an IP(Internet Protocol) address to identify it to the outside world. There are two types of IP addresses, dynamic and static. Dynamic IP changes from session to session while static always remains same.

### **What type of IP addresses are possible ?**

IP addresses could be dynamic (that typically change with each session) and static (that are permanently allocated to you). **BSNL** Broadband provides both dynamic and static IP. However the static IP is given only in Business 5000 and Business 9000 plans.

### **Why would one need a static IP address?**

A static IP address may be required for certain services or applications you use. These typically include:  
1. Running your own mailserver (SMTP inbound).  
2. Many VPN (virtual private network) implementations require one or both sides of the VPN to have a static IP address.  
3. If you are connecting to your company network and need access through their firewall.

### **Can I change from one Broadband data rate to another?**

Yes, You can change your **BSNL** Broadband plan at any time.

**What happens if I shift my premises?**

ADSL connection is given for a particular **BSNL** fixed line. If you move, ADSL can be shifted to a **BSNL** line in the new location subject to availability in that area. No shifting charges are required to be paid.

**Do I still need to pay the telephone line rental ?**

Yes. The ADSL broadband service uses your normal analogue exchange line to provide the high speed Internet access, so you still need to pay the line rental and any normal calls on that line.

**How do I choose the speed/tariff plan that's right for me?**

This will depend on the purpose for which you will be using the broadband connection. If you are using it from home or a small office, choosing a plan that offers a download limit of 1 GB is ideal for general surfing and emailing. However, if you are downloading lots of videos or sending very large files, it may be better to choose a broadband plan with even higher capacity.

**How do I pay for Broadband from BSNL?**

Broadband from **BSNL** is charged monthly, via your **BSNL** bill. You can choose to pay your **BSNL** bill by cash, cheque or bank or credit card.

**Can the helpdesk help solve problems with my own computer/ hardware?**

No. The helpdesk is there to help you with problems relating specifically to the Broadband service from **BSNL** and the hardware/software provided by **BSNL**. If you have purchased a product where hardware was not provided as part of the service, the helpdesk will not be able to assist you with it, and you should contact your hardware supplier.

**Can I have more than one broadband connection, for redundancy/up time?**

You can have more than one line, however we cannot guarantee service on broadband connections, therefore we do not suggest an additional broadband line for redundancy/up-time.

**Do I need any extra equipment when upgrading to a faster speed package?**

No, you will be able to use the modem/router provided with your current Broadband

**I want to connect more than one computer to my Broadband...**

**I want to connect more than one computer to my Broadband line to share my internet connection.**

**How do I do this?**

Yes, if you choose the right broadband plan, you would be permitted to connect more than one computer. However, all the users will share the bandwidth allocated to you.

### **What is contention or a contention ratio?**

To provide a cost effective service - all ADSL services are contended (shared). These contention ratios are applied in the backbone and international part of the network. A commonly applied contention rate is 50 : 1. All customers are guaranteed the plan rate up to the local exchange or the ADSL equipment to which they are connected. On the shared part of the network a 50:1 contention ratio would mean that a 2 Mbps connection would be shared by 49 others. In reality this is very unlikely to happen and the customer would find the connection much faster than dial-up modems. ADSL relies on individual users not making unreasonable traffic demands on the network to provide fast access speeds for all. If you are not getting the speed you expect, it can be due to the contention ratio but also to many other factors including the congestion at the remote site you are accessing.

### **Why do you limit the amount of data I can download ?**

BNSL aims to provide fast, reliable service to all the broadband customers. Some customers try to hog disproportionate amount of available resources. Customers might select lower end plans for heavy work or make excessive use of peer-to-peer file sharing. This could result in 20% users using over 80% resources. High levels of usage by a small number of users risks reduced performance for all users. **BSNL** has the following options to solve this problem : 1. Lower the contention ratio 2. Provide more resources and increase the prices 3. Set download limits The first two options are not fair to 80% users who use the resources sensibly. As such setting download limits was the best and fair solution. If any user requires higher limit he/she can upgrade to higher plan.

### **What all can I do with 1 GB(Giga Byte) download?**

One GB is 1024 Megabyte or 1073741824 bytes. You can do the following with 1 GB download limit : 1. An average web page is about 50 kilobytes in size - so you could download around 20,000 web pages for 1 gigabyte. 2. An hour of surfing the web would be around 10 megabytes (200 pages) so you could surf non-stop for about 100 hours for 1 gigabyte. 3. An hour of streamed radio would use about 15-20 megabytes. 4. An hour of streamed video uses around 100-150 megabytes. 5. Playing an online game typically uses about 10-15 megabytes per hour. 6. Emails are very small - so 100 emails would be just 1 megabyte - or 100,000 emails for 1 gigabyte! (of course the attachments count extra) 7. A super-high resolution (5-6 megapixel) digital camera JPEG picture or typical MP3 music file is about 2-3 megabytes so you could download 350-500 of these images/music files for 1 gigabyte. Very few users would actually exceed the download limits set.

### **What is a firewall, should I have one?**

A firewall is a system designed to prevent unauthorized access to or from a private computer/network. It is highly recommended that all Internet users (even using standard dialup access ) should have a firewall to protect their computer/network. As ADSL broadband service are 'always on?' it is even more important. Many free firewall softwares like ZoneAlarm, Sygate Personal Firewall etc are available on the Web for download.

### **Do ADSL services come with a service level agreement ?**

ADSL broadband services do not come with a SLA (service level agreement). However **BSNL** aims at repairing 80% of ADSL circuit faults within working hours. If you require a 'guaranteed' high-speed connection to the Internet you would probably require a leased line instead of ADSL broadband.

### **What is NAT (Network Address Translation/Translator)?**

NAT stands for Network Address Translation/Network Address Translator. Each computer connected to the Internet needs to have a unique IP address. To use the global IP addresses more efficiently, computers belonging to a business can have "local" addresses. NAT would then allow connecting multiple "local" computers to the Internet using one IP address. Each NAT has a 'table' of local IP addresses and globally unique addresses by which the NAT box can translate the local IP addresses to global address and vice versa.

### **Can I host a web server on an ADSL line ?**

A web server can be hosted on an ADSL line with static IP addresses for broadband connection. (Static IP addresses are available in Business 5000 and Business 9000 plans) Although it is technically possible but not recommended specially for important or heavy usage service. ADSL is asymmetric service with upstream rates much lower than downstream rates. In the business plan upstream rate is 128 kbps and with usual contention ratio, performance can be poor if many users try to access the web server. As it is not a recommended use, **BSNL** would not support maintenance complaints in such cases.

### **I have ADSL at office, can I also use it at home ?**

An ADSL Broadband account is activated on a specific telephone line only. If you need to use the broadband connection at a location other than where it is installed you need to take another broadband connection.

### **Where can I get help about BSNL Broadband service?**

You can call 24 hours helpline number: 1600 424 1600

### **What kind of PC do I need to run ADSL?**

Most present day configuration PCs will run ADSL. The following minimum configuration is, however, recommended:

- Processor 200 MHz (or better)
- Operating System Windows 98SE (or higher)
- RAM (memory) 32 MB RAM
- Free Disk Space 125MB

- SVGA monitor
- CD-ROM Drive
- Network Interface Card(NIC) with 10/100 Mbps Ethernet port with RJ45 socket\

**I had taken Plan 250 BSNL Broadband connection in Sep'2005. For the first two months I got internet bill for 250 only. But for this month i got a bill to pay Rs 356. And one thing, that month i used net very frequently. So, my doubt is eventhough if do not downloaded anything i exceeded my limit. What would be the correct reason for this?**

In broadband connection it is different from dialup connection. Here frequency doesnot matter as it is always on connction. What matters is the size of the pages you visit. If you visit sites which are having small graphics and more text then you are downloading very small amount of data. But if you are visitng sites with large graphics or streaming videos then you are downloading higher amount of data.

**What are the conditions for getting a free modem or changing the type of free modem?**

For certain plans, the modem shall be given free by **BSNL** subject to some conditions - (For details click here). In this case customer will own the modem and does not require to return the modem. Any type of modem (Type I/II/III/IV) can be taken under this offer after paying the required cost/rent of modem. If a subscriber has initially taken Type-I modem under this offer, he can request to change it to higher type (Type-II/III/IV) after paying the difference amount of higher modem. After the committed period if a subscriber demands another modem then he can choose any of these three options: (i) He can get another modem by paying the rent for another committed period. or (ii) He can choose rental option for another modem. or (iii) He can outright purchase another modem.

**I am on Monthly Rental Scheme for the Modem and decide to opt for outright purchase...**

**I am on Monthly Rental Scheme for the Modem and decide to opt for outright purchase of modem, what amount shall be charged from me?**

- If you want to continue with the existing modem, 50% of the amount already paid as monthly rentals can be adjusted in the Sale Price of modem.
- If you want a new modem, Full amount will be charged as per Prevailing Price for the new Modem and the Old Modem is to be returned in working condition.