

FAQs

Question 01: What documents do I need to get a new prepaid connection?

Answer: - To get a new prepaid connection you need just to fill up Prepaid Customer Application Form (CAF). Along with the duly filled CAF, following documents are required:

1. One color photograph
2. Any one of document from the list
 - Passport
 - Arms License
 - Driving License
 - Photo Identity Card having address
 - Election Commission ID Card (Voter ID card)
 - Any other document containing photograph includes.
 - Ration Card with photo and address applicable for person whose photo is affixed.
 - Central Government Health Scheme (CGHS)/ EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME (ECHS) Card
 - Certificate of address having photo, issued by MP/MLA/Group A Gazette Officer in letter head
 - Certificate of address with photo from Government recognized educational institutions (for students only)
 - Certificate of address having photo, issued by Village Panchayat head (for rural areas).

Question 02:- How can I check the balance and validity?

Answer: - To get complete details of your account balance, dial *123#

Question 03: - Can I get a record of missed calls while my phone was switched off?

Answer: - Yes, you can get the record of missed calls by subscribing to Missed Call Alerts (MCA) service (Toll Free).

‘Missed call alerts’ is a SMS based service which provides the details of the calls attempted on the customer mobile number, when the recipient mobile was switched off/out of reach/not reachable.

You can activate this service by dialing (**62*17010#)

Question 04:- What are the charges for replacement of the SIM?

Answer: - Rs. 100 for 2G and Rs. 139 for 3G SIM.

Question 05:- Why my SIM card gets blocked?

Answer: - SIM card gets blocked in case incorrect pin is entered 10 times

For such scenarios, PUK number is required. For getting PUK number you can dial 1503.

Question 06:- What should I do when I see the words "SIM Card Rejected" or "Blocked Card"?

Answer: - In all the above scenarios, SIM card need to be replaced from any BSNL local CSC.

Question 06:- What should I do when I see the words "check operator service" on my mobile hand set screen?

Answer: - Enable the CLI (call line identification) option in your hand set.

Question 07:- I have lost my mobile phone what is the procedure of blocking the SIM?

Answer: - For this, you need to visit nearby Police Station and lodge an FIR of SIM Lost and send it to FAX no: - 0145-2620202 (from 07:00 AM till 10:00 PM) or visit to nearest local CSC.

Question 08:- What is the procedure of ISD activation and deactivation?

Answer: - ISD Activation: Subscriber need to send SMS <ACT (space) ISD> to 53333 (Toll Free)

ISD Deactivation: Subscriber need to send SMS <DEACT (space) ISD> to 53333 (Toll Free)

Question 09:- How can I get GPRS settings through SMS?

Answer: - SMS Procedure: - <(Handset brand name) (space) (Model Number)> send it to 58355 (Toll Free).

I.E:- Nokia 5233 to 58355

Question 10:- What is the recharged balance reversal procedure, in case recharged through retailer (CTop-up)

Answer: - SMS Procedure: - <REV (space) (customer Mobile number) (space) (Amount) (space) reference ID> send it to 58081 (2 Rs/SMS). The message should reach to server within 2Hrs form the transaction time.

Question 11:- What is the procedure of receiving postpaid bill through e-mail?

Answer: - SMS Procedure: - 'EBILL <space> email ID' send it to 53333 (Toll Free)

Question 12:- What is the procedure of PRBT service activation through call?

Answer: - Subscriber need to dial 56700 (Rs. 2/min) then follow the IVR instructions.

Charges: - Rs 12/month song charges and Rs 30/month service rent.

Question 13:- What is the procedure to activate/Deactivate call waiting service?

Answer 13:- Subscriber can activate/Deactivate this service through USSD Command.

Activation: Need to Dial: *43#

Deactivation: Need to Dial: #43#

Question 14:- How can subscribers recharge their number with physical recharge voucher?

Answer: - Subscribers need to dial *123*16 digits magic number#

Question 15:- What is the GPRS charges in postpaid/Prepaid without using any kind of Net pack?

Answer: - Normal Tariff for GPRS in Pre-paid: 2p/10kb

Normal Tariff for GPRS in Post-paid: 1p/10kb

Question 16:- What is CDMA?

Answer 17: - CDMA. Code Divisional Multiple Access. Uses advanced mathematical techniques to allow multiple wireless devices to transmit simultaneously on the same frequency. Every device, such as a mobile phone, is assigned a unique mathematical signature. It applies this signature to the original signal and transmits the signal. A receiver applies the inverse of the mathematical operation to recover the original signal.

Question 17:- What is EVDO?

Answer 17: - Evolution-Data Optimized / Evolution - Data (often abbreviated as EV-DO or EVDO and often EV) is a telecommunications standard for the wireless transmission of data through radio signals, typically for broadband Internet access. It provides fast wireless broadband internet service directly to your laptop/Desktop

Question 18:- If customer has any issues related to Blackberry service, where should he contact?

Answer 18: - For Blackberry service customer need to dial on Blackberry Helpline “1505” (Toll Free Number)