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

3-59/2015/P&P-CM

dated 15.06.2015

To

The Chief General Manager
All Telecom Circles/Metro districts
BSNL

Subject:- FAQ on Free National Roaming.

Kindly find enclosed FAQ on free National Roaming. It is requested that wide publicity may be initiated so as to gain advantage of this unique feature of BSNL.

Jeena Joseph
Deputy Manager (PP-CM) 15.6.15
BSNLCO

FAQs on BSNL Free Roaming Offer

Q1. From which date BSNL free roaming offer will be effective?

Ans- BSNL Roaming Free Offer (free incoming voice call facility while in national roaming) has become effective from 15.06.2015.

Q2. Whether it is applicable for both Prepaid and Postpaid Mobile users?

Ans- Yes, BSNL Free Roaming will be available for all Prepaid and Postpaid customers.

Q3. Whether Free Roaming is applicable across India, including Delhi & Mumbai (service areas of MTNL)?

Ans- It is applicable across all over India including Mumbai & Delhi (service areas of MTNL).

Q4. Whether outgoing call charges in roaming is subject to the ceiling prescribed by TRAI?

Ans- Yes.

Q5- What will be the outgoing call charges in Roaming?

Ans- Irrespective of whether subscriber has per minute plan or per second plan while roaming all outgoing call charges will be as per the ceiling provided by TRAI i.e. the outgoing local calls are @ 80 p/ minute and STD calls are @ Rs 1.15 / minute.

Q6. Whether Voice STVs work in Free Roaming across India?

Ans- No, Voice/ISD STVs do not work in free roaming

Q7- Whether SMS/Data STVs work in Free Roaming across India?

Yes, SMS/Data STVs work in Free Roaming across India

Q 8 What are data charges during free roaming across India?

The data charges are same for both Home LSA and roaming. In Prepaid services the free data usage allowed in the Data STV will be applicable and data charges after free usage will be 2p/10KB and in Postpaid Services the free data allowed in Add on pack will be applicable and data charges after free usage will be 1p/10KB.

Q9- Whether customers have to recharge with any Special Tariff Voucher / Plan to avail Free Roaming?

Ans-No, Mobile Customers need not recharge with any **BSNL Roam Free STV**. **Free roaming** has been provided to our esteemed customers Free of cost(without any additional charge) for a period of one year.

Q10 - Whether existing Roaming Free STVs / Plans will be available after 15.06.2015 ?

Ans- No. As there is no need so all existing roaming free STVs and RTP plan has been withdrawn w.e.f. 15-6-2015.

Q11 Whether a customer already recharged with Roaming STV having certain validity, and after discontinuing roaming STVs from 15.06.2015, he is eligible for Free Roaming or Not.

Ans: Yes, he is eligible for Free Roaming.
