

# BSNL CHENNAI TELEPHONES

## **Introduction of new WiFi+ package and withdrawal of existing Wi-Fi International Roaming services**

It is hereby conveyed for the **Introduction of new WiFi+ package and withdrawal of existing Wi-Fi International Roaming services w.e.f 15.01.2018** in CHTD (Including Tamilnadu Circle) under GSM Mobile services as detailed below :-

**A. Withdrawal of existing packages under WiFi International Roaming Services INR 999(777), INR 1599(1199), INR 1999(1499)**

**B. Introduction of new WiFi International Roaming pack as below:**

Pack of WiFi+ Service in Rs. (Inclusive of GST)	Validity in Days
501	30

- Unlimited volume of high speed data through the Hotspots across the world (excluding India).
- Product is available through CTop-UP and MyBSNLApp only.

### **IMPORTANT INFORMATION for the Customers:**

- The International WIFI roaming service is supported on Android platform using MyBSNLApp only
- Please check the availability of WIFI service in the country you wish to avail the service. Goto <https://wifilookup.com/> to see the details
- The purchased package(s) should be activated within 30 days from the date of purchase using MYBSNLAPP in the mobile device you carry abroad.
- Service need to be activated through My BSNL APP before departure.
- The validity of the purchased package will start from the date of activation
- The package once purchased will not be refunded
- For help - contact +91-9427020003 / wifiroaming@bsnl.co.in.

### **FAQ**

#### **From where I can buy Intl WIFI service?**

International WIFI service can be bought through

- Online BSNL Payment Portal <https://portal2.bsnl.in/myportal/WifiServiceForm.jsp>
- My BSNL App (available in Stores for Android)

#### **What is the period allowed for activating the service?**

The purchased package(s) should be activated within 30 days from the date of purchase using MYBSNL APP in the mobile device you carry abroad.

#### **How to activate Intl WIFI on Mobile?**

International WIFI service can be activated only through My BSNL App. It should be activated on the device on which you wish to avail the service.

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### **When should I activate Intl WIFI service on Mobile?**

The Service needs to be activated through My BSNL APP, before departure from the country.

### **How much day's validity I will get?**

The validity will depend upon the plan you will purchase. The validity will be counted from the date of activation of the plan (not from the purchase date)

### **How BSNL calculates the validity of my purchased package?**

The validity of the purchased package will start from the date of activation of your plan from My BSNL App.

### **What can Intl WIFI service do?**

Intl WIFI service provides unlimited data over partner Wi-Fi hotspots that can be used for unlimited internet access whiling roaming internationally

### **What platforms does Intl WIFI service support?**

The Intl WIFI supports Android and iOS running on any smart device.

### **Does Intl WIFI work in-flight? What features are accessible?**

No, currently in-flight facility is not available.

### **What speed over Wi-Fi will users get?**

Speeds vary from one hotspot to another. The algorithm will always connects to the best available Wi-Fi network.

### **What is required to be done for availing the service in mobile?**

After activating the Plan, when you enter the WIFI hotspot service area your mobile will automatically connects to the WIFI hotspot. If you are unable to connect, please restart the phone and then try. If then also unable to connect please mail us at [roaming2\\_0@tatacommunications.com](mailto:roaming2_0@tatacommunications.com) and [mybsnlapp@bsnl.co.in](mailto:mybsnlapp@bsnl.co.in) / [wifiroaming@bsnl.co.in](mailto:wifiroaming@bsnl.co.in)

Having trouble connecting to a Intl WiFi Hotspot. Make sure your Wi-Fi is on, and then make sure that the signal strength, shown in bars, is high. Depending on your device, you can see the signal strength in your Wi-Fi settings. If signal strength is low, try changing your location.

Not able to connect to WIFI hotspot automatically. Please restart your mobile. If still not getting connect please contact customer care or mail at [roaming2\\_0@tatacommunications.com](mailto:roaming2_0@tatacommunications.com) and [mybsnlapp@bsnl.co.in](mailto:mybsnlapp@bsnl.co.in) / [wifiroaming@bsnl.co.in](mailto:wifiroaming@bsnl.co.in)

### **Where I can find hotspot information?**

Use URL <https://wifilookup.com/> to get any information related to WIFI hotspot.

Call center contact details: 1800-180-1503