

# FAQ for Intl WIFI Service

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

International WIFI service can be bought through Online BSNL Portal or My BSNL App.

## **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 MYBSNLAPP 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.

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

The Service need to be activated through My BSNL APP before departure.

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

The validity will depend upon the plan you will purchase.

## **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 is the price of Wi-Fi+?**

Multiple pricing options are available based on:

- Monthly
- Fortnightly
- Weekly

## **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.

## **Can I integrate Intl WIFI into my existing application?**

Yes. In addition to our white label solution, we will have an API and SDK to help you integrate Intl WIFI into your application.

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

Once 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 [mybsnlapp@bsnl.co.in](mailto:mybsnlapp@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 either 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 [mybsnlapp@bsnl.co.in](mailto:mybsnlapp@bsnl.co.in).

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

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