FAQ for Intl WIFI Service

From where I can buy Intl WIFI service?

International WIFI service can be bought through

- My BSNL App for Android can be downloaded from
  https://play.google.com/store/apps/details?id=in.bsnl.portal.bsnlportal
- My BSNL App for iOS can be downloaded from
  https://itunes.apple.com/in/app/my-bsnl/id790617957?mt=8

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.

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 is the price of Wi-Fi?

Current available plans are :

Plan Name	Validity(in days)	Plan Price (in Rs)
Plan 501	30	501

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 or mybsnlapp@gmail.com .

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 connects, please contact customer care or mail at roaming2_0@tatacommunications.com and mybsnlapp@gmail.com. For iOS devices check for BSNL in available WIFI networks and connect manually, in case, you are not automatically connected

Where I can find hotspot information?

Use URL https://wifilookup.com/ to get any information related to WIFI hotspot. International WIFI service doesn't provide carpet coverage. The coverage is subject to availability of Hotspots. Hotspot coverage area is between 75ft – 100ft.

Call center contact details:

1800-180-1503

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