

Prepaid Broadband Service

The prepaid Broadband service is commercially launched in Chennai Telephones w.e.f 23rd Nov 2009. The customers can book Prepaid Broadband connection on his existing landline or for a new line with prepaid Broadband. The customer can have 1 postpaid and 1 prepaid or 2 prepaid broadband. All other booking procedure is similar to that of newline with Broadband. Prepaid Broadband will be given only on Mutli Play Port. If due to any reason, after booking for prepaid broadband, the provision is not feasible; the advice note will be cancelled. In the case of new Line with prepaid Broadband, the registration will be cancelled. The refunding procedure is similar to that of new line registration cancellation. For working lines, the refund will be given in the form of adjustments in the subsequent bills.

The customers who want to control their expenditure on broadband service and want to upgrade speed can have the option of having Prepaid broadband service from BSNL. There are various denominations with limited download and unlimited download option with the speed varying upto 2 Mbps and 8 Mbps.

Advantages of Prepaid broadband :

- No fixed monthly charges : There are No fixed monthly charges associated with Prepaid broadband services.
- Mobility : The customers can use their prepaid Broadband account in any city in the country (except Delhi & Mumbai) on most of the Broadband enabled connections of BSNL. An existing postpaid customer can subscribe to additional prepaid connection which will give him the advantage of mobility.
- Control on Usage : The customers can never exceed his download limit. No bills will be served for usage.
- Sharing of DSL connection : A group of prepaid broadband customers like students, professionals can share a single DSL connection.
- Corporate houses can control the expenditure on broadband usage of their employees by subscribing to prepaid Broadband connections.
- Attractive Tariff : The tariff has been designed to suit every segment of customer.
- Overcome hassles of bill payment : With prepaid Broadband connection, customer can overcome the hassles of bill payment. Recharge can be done with voucher from anywhere in the country.

How to apply :- A Customer willing to subscribe to this service can register on the BSNL portal or can approach the BSNL customer service Centre. The customer will need to fill up a customer application Form (CAF) before the connection is provided. The customer will also have to own a modem.

If the existing postpaid broadband customers opt for prepaid in addition, the modem should be in Bridge mode and two icons should be created, one for postpaid and another for prepaid. The customers should be informed accordingly.

Flow for the Prepaid Broadband account creation / disconnection

1. The customers' request for prepaid broadband shall be registered in the local commercial system against the landline telephone number given in the CAF. (If customer is not a landline customer, he has to first subscribe to a landline connection).
2. After verifying the details, the commercial officer shall raise the demand note.
3. Upon payment of demand note, the commercial officer shall issue the advice note which will flow to the broadband node incharge for the creation of prepaid account in the NIB-II P3 system.
4. All the billing to the customer will then happen through his prepaid account which will be replenished using recharge vouchers.
5. While using the prepaid services, if the customers' landline connection is disconnected due to non-payment/ surrender, the prepaid account shall also be disabled immediately. A trigger shall be generated by the local commercial system for this purpose to the P3 system.
6. The handling of prepaid account therefore in effect will be the same as in the case of postpaid broadband account maintaining complete linkage with landline connection.

Tariff for prepaid Broadband Services

Particulars	Amount in `
Installation charges	250 (plus S.T)
Activation (BB Account creation) charge	100
Free usage	400 MB
Validity	30 days

After the prepaid Broadband creation, the customer will be supplied with the Portal id and password. Using the portal id and password, the customer can log to Customer care portal. He can verify his account balance, usage details etc., on this portal. He can also recharge/top-up further using recharge voucher or online.

Recharge/Top up vouchers available

A. Volume based Prepaid Recharge Vouchers

S. No.	Voucher Type	MRP of the Voucher in RS. (inclusive of Service Tax)	Speed	Data Usage in GB	Validity in Days	Activation during Promotional Period upto 31-12-2011		GP-1*	GP-2**
						Data Usage in GB	Validity in Days		
1	BBV RL 200	200	Upto 2 Mbps	700 MB	30	840 MB	36	15	30
2	BBV RL 250	250	Upto 2 Mbps	1.5	15	1.8	18	15	30
3	BBV RL 350	350	Upto 2 Mbps	2.5	15	3	18	15	30
4	BBV RL 450	450	Upto 2 Mbps	3	30	3.6	36	15	30
5	BBV RL 600	600	Upto 2 Mbps	5	30	6	36	15	30
6	BBV RL 800	800	Upto 4 Mbps	8	15	9.6	18	15	30
7	BBV RL 1000	1000	256 Kbps	256 Kbps Unlimited#	30	256 Kbps Unlimited	36	15	30
8	BBV RL 1400	1400	512 Kbps	512 Kbps Unlimited#	30	512 Kbps Unlimited	36	15	30
9	BBV RL 1500	1500	Upto 8 Mbps	25	15	30	18	15	30
10	BBV RL 1750	1750	Upto 2 Mbps	16	90	19.2	108	15	30
11	BBV RL 1800	1800	Upto 2 Mbps	7	180	8.4	216	15	30
12	BBV RL 3000	3000	Upto 2 Mbps	13	360	15.6	432	15	30
13	BBV RL 6000	6000	1 Mbps	1 Mbps Unlimited#	30	1 Mbps Unlimited	36	15	30

For limited plans, balance usage available if any will be carried forward, in case of recharge within the Grace Period *GP-1 (i.e. 15 days). Beyond 15 days (*GP-1), balance usage available if any will not be carried forward, but the customer can recharge his account upto another 30days (GP-2).After expiry of the additional grace period of 30 days (**GP-2), the account of the customer shall be deleted from the system.**

#The revision in Rs.1000/- and Rs. 1400/- Volume Based Recharge Voucher and New Volume Based Recharge Voucher of Rs. 6000/- is launched as a promotional measure for 90 days.

Note: Validity and Top Up Vouchers shall not be applicable to those using unlimited usage vouchers.

At present the physical recharge vouchers BBV RL 250, BBV RL 450, BBV RL 1000 & BBV RL 1800 are only available in Chennai Telephones. Unlimited Plan is not available in Chennai Telephones.

B . Top up Vouchers for Volume Based Plans:

Top up vouchers of the following denominations shall be available for additional data usage without any change in validity:

S. No.	Voucher Type	MRP of the Voucher in Rs. (inclusive of Service Tax)	Data Usage in GB
1	BBV Topup 200	200	2
2	BBV Topup 375	375	5

C. Validity Vouchers for Volume Based Plans:

S. No.	Voucher Type	MRP of the Voucher in RS. (inclusive of Service Tax)	Validity in days
1	BBV Validity 100	100	15

Renewal/Recharge of account :-

1. The customer can recharge his Account online from the BSNL portal by making onling payment or after purchasing the voucher either through BSNL Customer care centres or other retail outlets.
2. In case customer opts for migration from one limited plan to other limited plan voucher with different bandwidth, the new bandwidth along with new validity will start. In such cases, if any validity is available under earlier limited plan voucher, it shall not be carried forward. Only unutilized usage part (if any) shall be carried forward provided customer recharges his account upto Grace period-1 (GP-1) period.

Prepaid Broadband -User Instructions

Using the BSNL portal, it is possible to do a lot of activities with respect to the prepaid account. The following will be given while the customer get the prepaid broadband account.

- a) Prepaid broadband user id and password
- b) Prepaid broadband portal id and password

If the customer has the prepaid user id and password, he can use the prepaid broadband account and browse. Use the portal id and password for all other activities like recharge, to see balance enquiry, transaction details, usage history, pending renewals, top up transactions, change the password of prepaid broadband user id and portal id. This write-up explains the procedure.

1. To **Recharge a prepaid broadband account**
 - a. Login with portal ID and Password in <http://www.data.bsnl.in>
 - b. Select My Prepaid Services
 - c. Select Recharge
 - d. Give Voucher serial no [ie. PSN Number]
 - e. Click Validate
 - f. After successful validation, details of the voucher and your account number are displayed.
 - g. Click on “Submit”. Your service details and renewal information will be displayed.
 - h. Select the recharge option “Recharge Now” (if your account balance/validity date is already expired and you want to recharge immediately) or “Recharge later” (if you want to recharge in advance. In this case the recharge will be effective after the expiry of existing account balance/validity date whichever is earlier).
 - i. Now enter the 20 digit PIN no printed on the voucher and click on “Submit”.
 - j. If the voucher is for renewing the existing (limited/unlimited) plan then you will get the message of successful recharge.
 - k. If the voucher is for changing the existing plan then the new plan selection window will appear. Select the new plan and click on “Preview”. Verify your new plan and click on “Submit”. Successful plan change window will appear with the details of the new plan.

2. To see the **Balance in your prepaid account**
 - a. Login with portal ID and Password in <http://www.data.bsnl.in>
 - b. Select My Prepaid Services
 - c. Click **My services**
 - d. See the **Balance enquiry**

3. To see the **Transaction History**
 - a. Login with portal ID and Password in <http://www.data.bsnl.in>
 - b. Select My Prepaid Services
 - c. Click **My services**.
 - d. In the Drop down “select type of service to be viewed”, select **Transaction History**
 - e. Click **Search**
 - f. You will be able to see **the transaction history**

4. To see the prepaid **Usage details**
 - a. Login with portal ID and Password in <http://www.data.bsnl.in>
 - b. Select My Prepaid Services
 - c. Click **My services**.
 - d. In the Drop down “select type of service to be viewed”, select **usage details**
 - e. Click **Search**

- f. You will be able to see **usage details**
5. To see the **Pending Renewals**
 - a. Login with portal ID and Password in <http://www.data.bsnl.in>
 - b. Select My Prepaid Services
 - c. Click **My services.**
 - d. In the Drop down “select type of service to be viewed”, select **pending renewal**
 - e. Click **Search**
 - f. You will be able to see **pending renewals, if there is any**
6. To see the prepaid **Top up Transaction**
 - a. Login with portal ID and Password in <http://www.data.bsnl.in>
 - b. Select My Prepaid Services
 - c. Click **My services.**
 - d. In the Drop down “select type of service to be viewed”, select **Top up transaction**
 - e. Click **Search**
 - f. You will be able to see **Top up transactions**
7. To **change the prepaid broadband user password**
 - a. Login with portal ID and Password in <http://www.data.bsnl.in>
 - b. Select My Prepaid Services
 - c. Select Change Prepaid Password
 - d. Give service user id – ie. The broadband userid
Eg.pp4424359561@ppbb.bsnl.in
 - e. Give **current password**
 - f. Type **new password**
 - g. Confirm **new password.**
8. To **change the prepaid broadband portal password**
 - a. Login with portal ID and Password in <http://www.data.bsnl.in>
 - b. Under My Profile, select “Change portal password”
 - c. Portal user id is shown
 - d. Give **current password**
 - e. Type **new password**
 - f. Confirm **new password.**