

# Prepaid International Roaming

## Activation Process

1. Prepaid Customer wanting IR facility will first approach BSNL CSC, give application and get SIM changed with international roaming facility SIM.
2. CSC will provide IR component in customer account.
3. Thereafter Customer will purchase **STV57** for Activation/Extension of IR facility and this will be valid for 30 days from the date of Activation/Extension.
4. Customers with international roaming SIM will need to choose the IR service partner after reaching foreign country.
5. [List of countries/ Operators for BSNL PREPAID International roaming for Gujarat Circle Customers.\(http://gujarat.bsnl.co.in/content/roam\\_sms.aspx\)](http://gujarat.bsnl.co.in/content/roam_sms.aspx)
6. The IR call/SMS/data charges for above countries/ operators will depend on the rate agreement with the operator. The call rate for the country and operator can be seen at <http://ir.bsnl.co.in/prepaid.jsp> Customer will need to keep balance in his account to avail above IR facility.
7. Some International Roaming STVs (PACK) available for Some Countries.(Go To <https://portal2.bsnl.in/myportal/quickrecharge.do> and Click "Other Voucher")

## Network selection process

### **After landing into foreign country**

1. Switch ON the phone.
2. Go to the 'Menu' and find "cellone" ('BSNL Mobile' in new SIM) and click on it.
3. Select 'Network' option.
4. In the 'network' you will get options of 'National' and 'International'
5. Select 'International'
6. You will get "CellOne" and "Partner Network"
7. Select the option' Cellone'
8. You will get a message - "CellOne International Selected"
9. Wait for two minutes you will get the Network automatically otherwise "switch OFF & ON"
10. If not working then select "Partner Network" in "cellone" menu otherwise "switch OFF & ON"
11. If after that network not updated then follow this procedure 2-3 times.

**After return back to Home country (INDIA)**

1. Switch ON the phone.
2. Go to the 'Menu' and find "cellone" ('BSNL Mobile' in new SIM) and click on it.
3. Select 'Network' option.
4. In the 'network' you will get options of 'National' and 'International'
5. Select 'national'
6. Wait for two minutes you will get the Network automatically
7. If it fails, go to 'setting' and please select the-- network--- "manually" and select the "Cellone" from list.