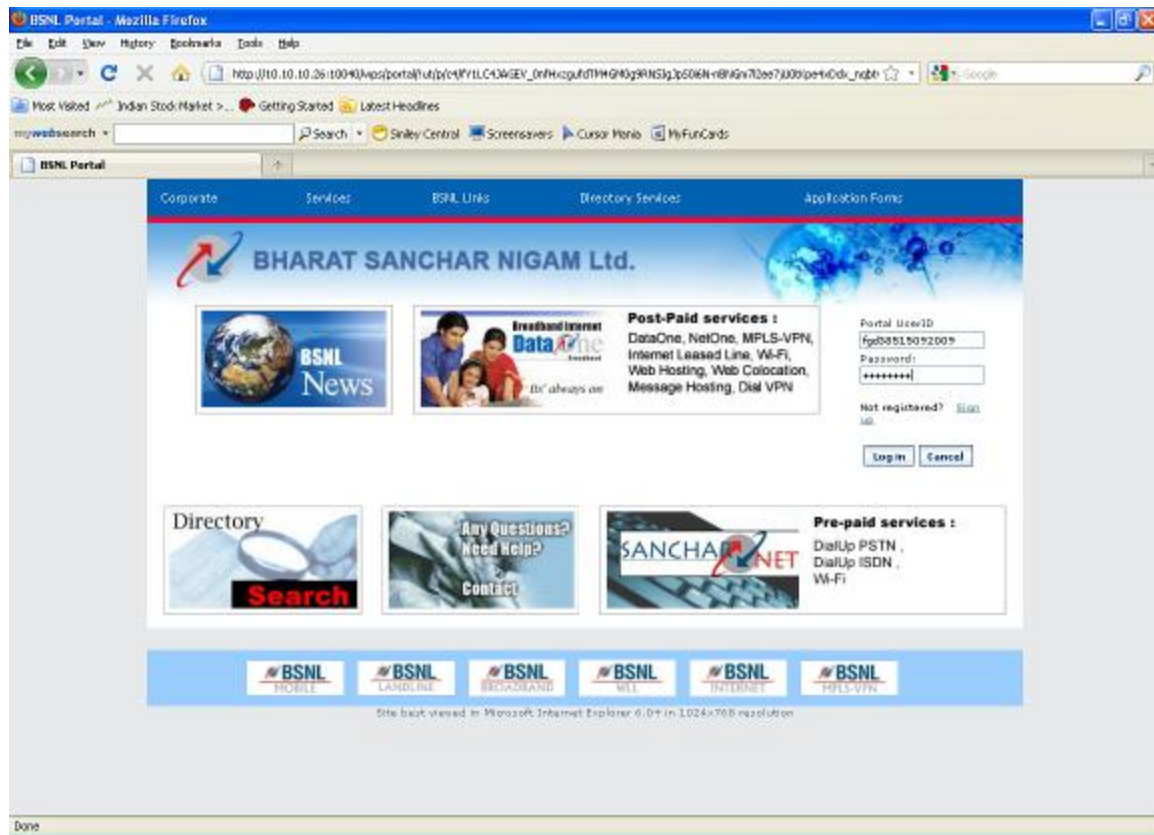
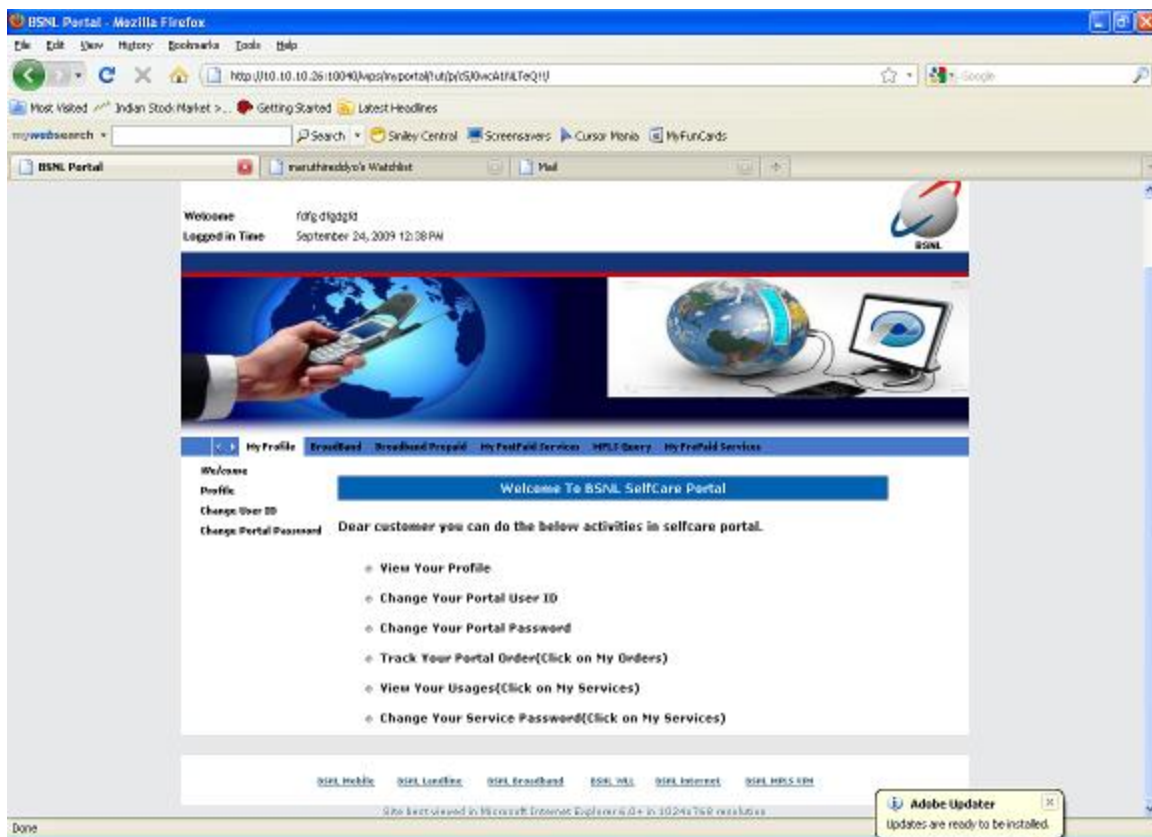


CUSTOMER SELF CARE

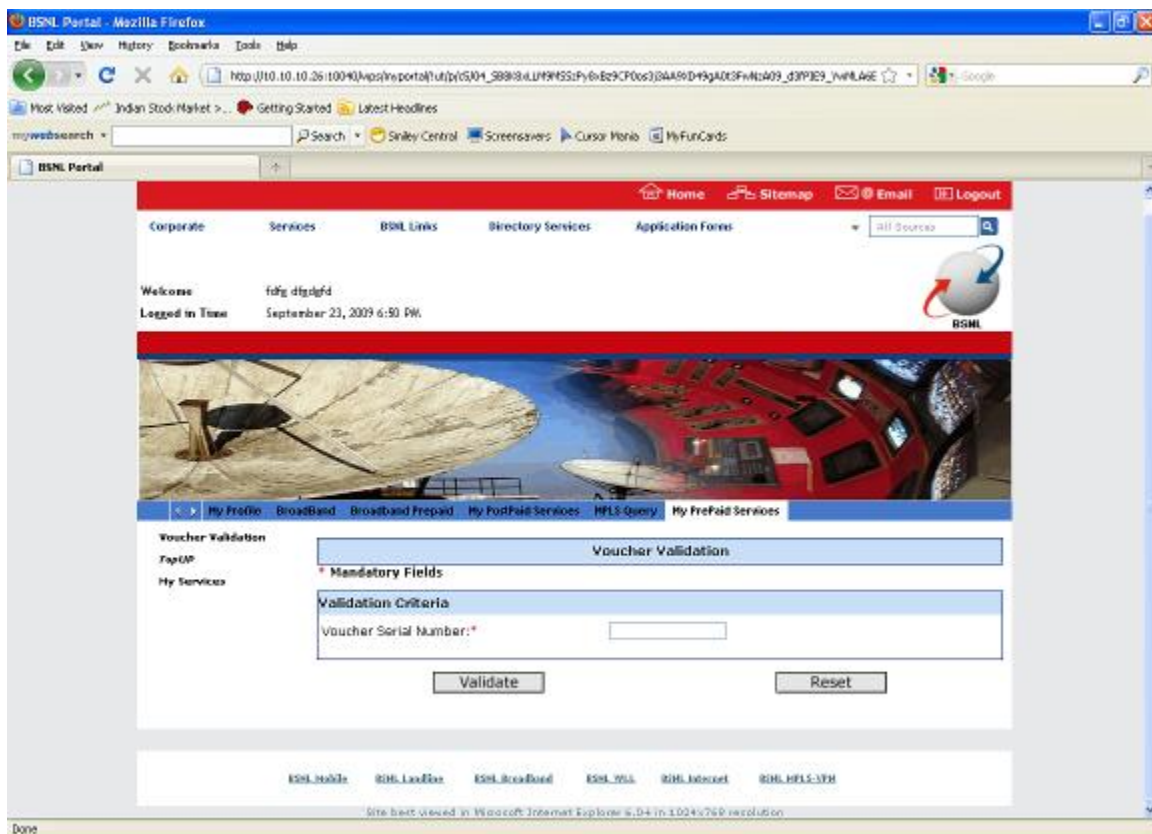
Viewing Service Details

1) Open the website www.data.bsnl.in and login with customer portal userID and password

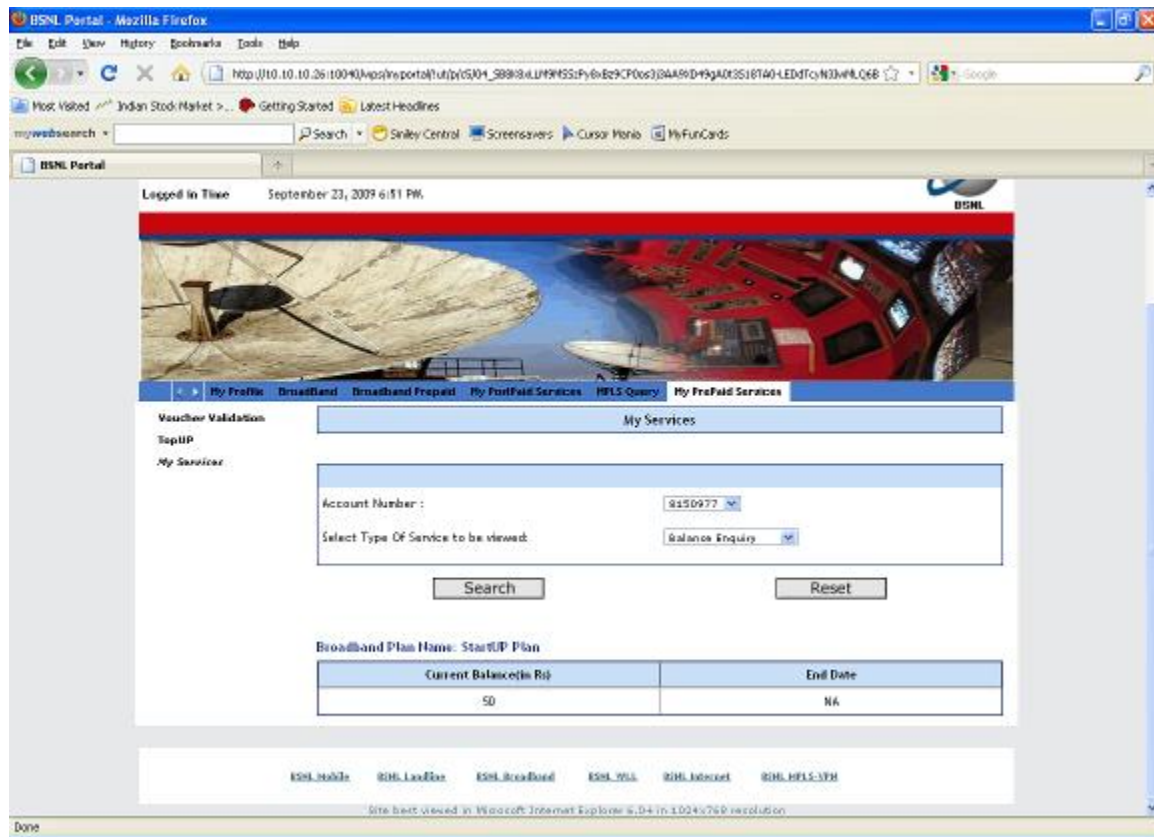




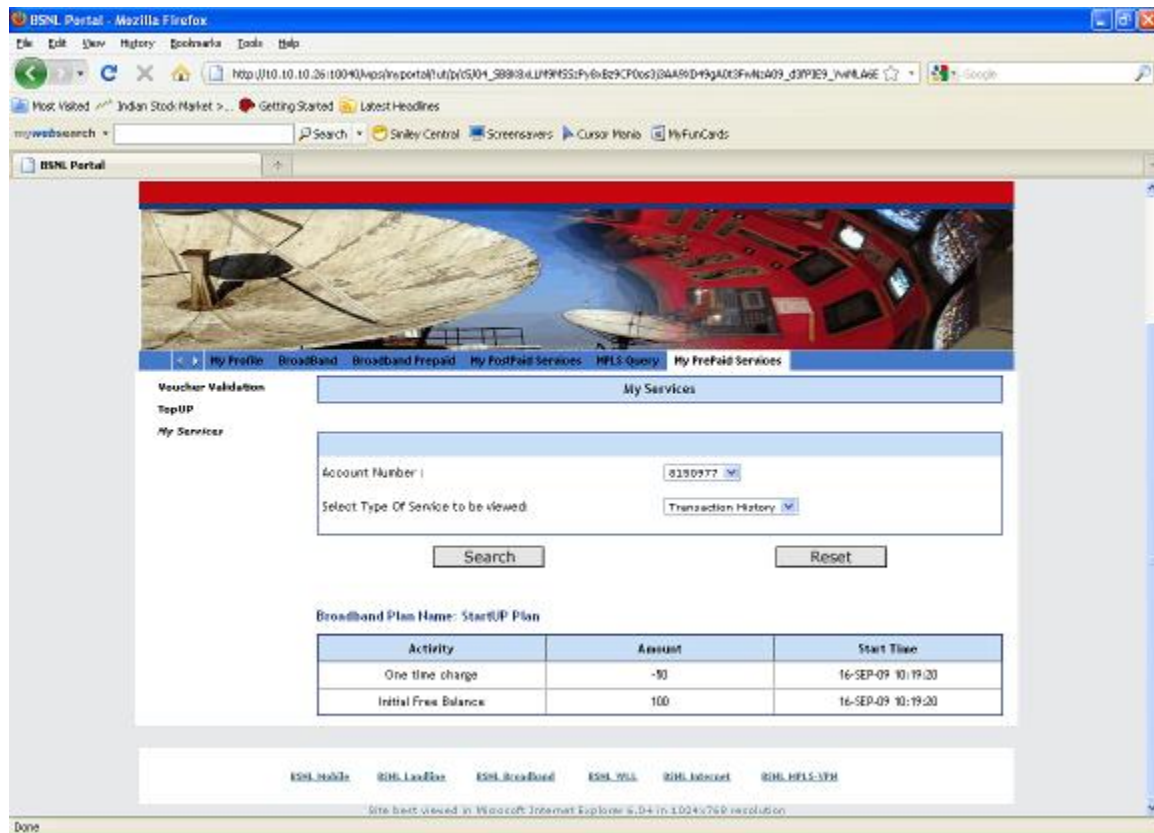
2)Click on My Prepaid Services



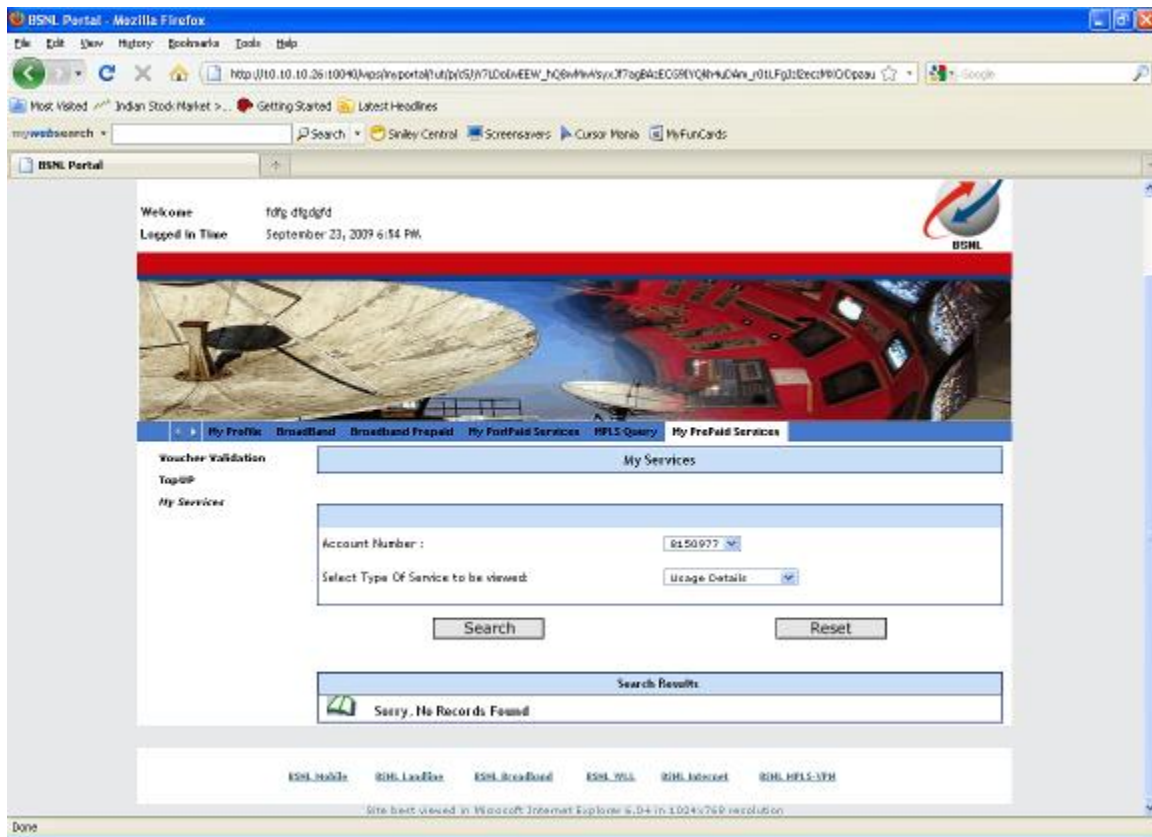
3)Click on My services on the same page



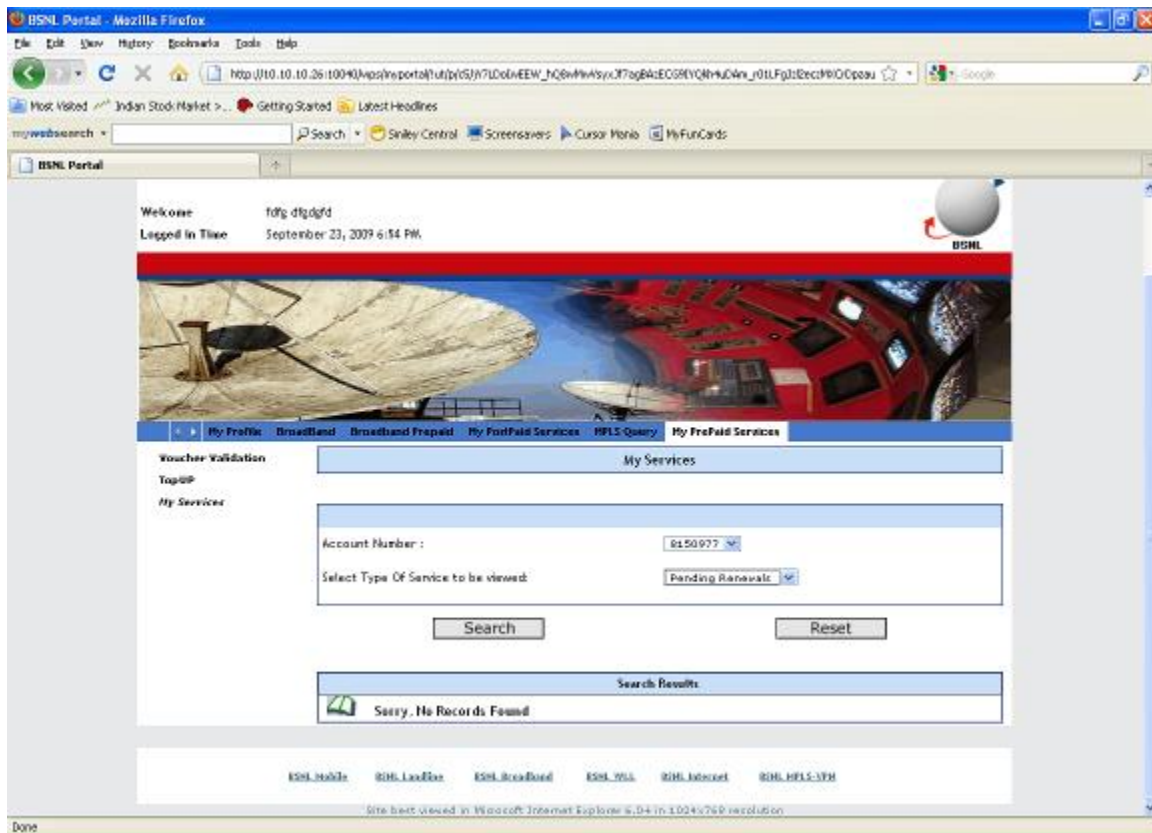
4)select 'select Type Of Service to be viewed' as Transaction History from dropdown and click on search



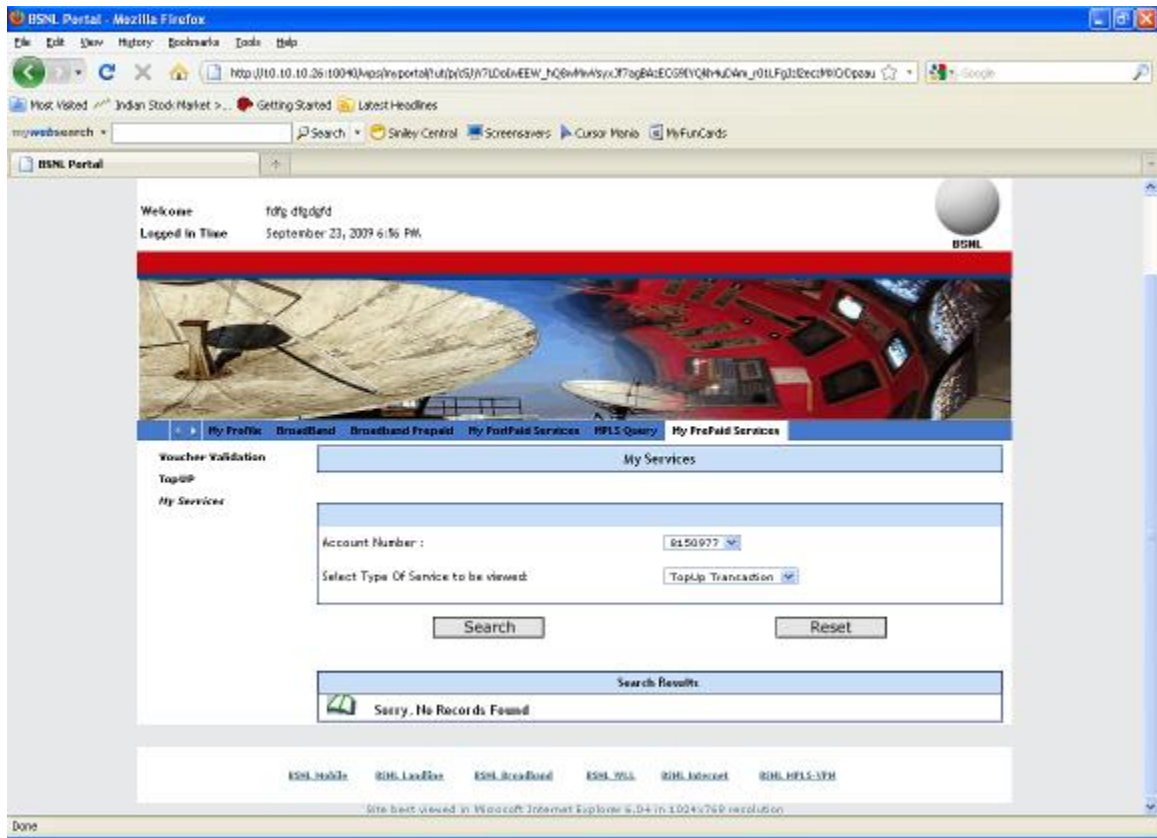
- 5) select 'select Type Of Service to be viewed' as Usage Details from dropdown and click on search



- 6) Select 'select Type Of Service to be viewed' as Pending renewals from dropdown and click on search

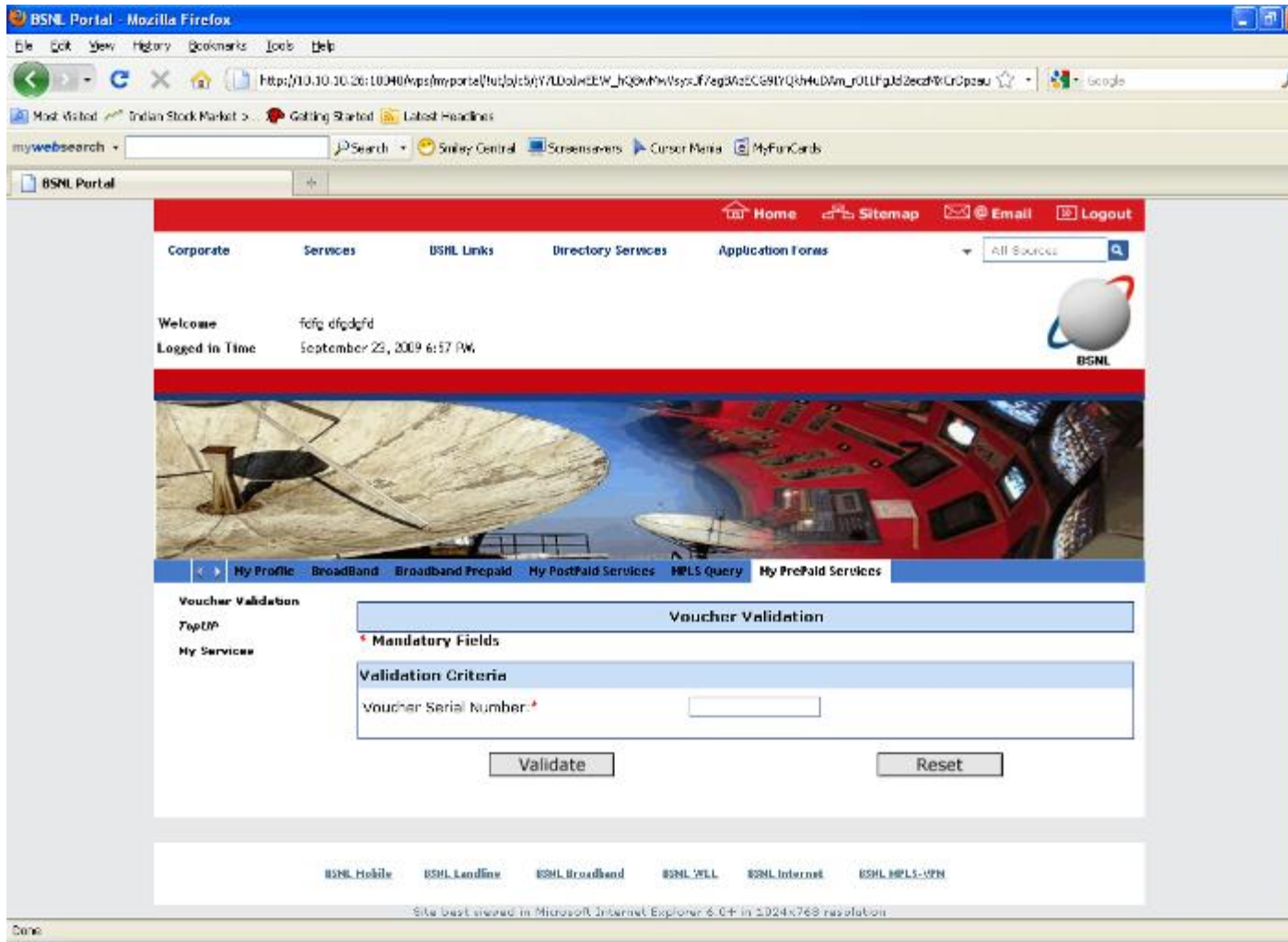


7)select 'select Type Of Service to be viewed' as from dropdown and click on search

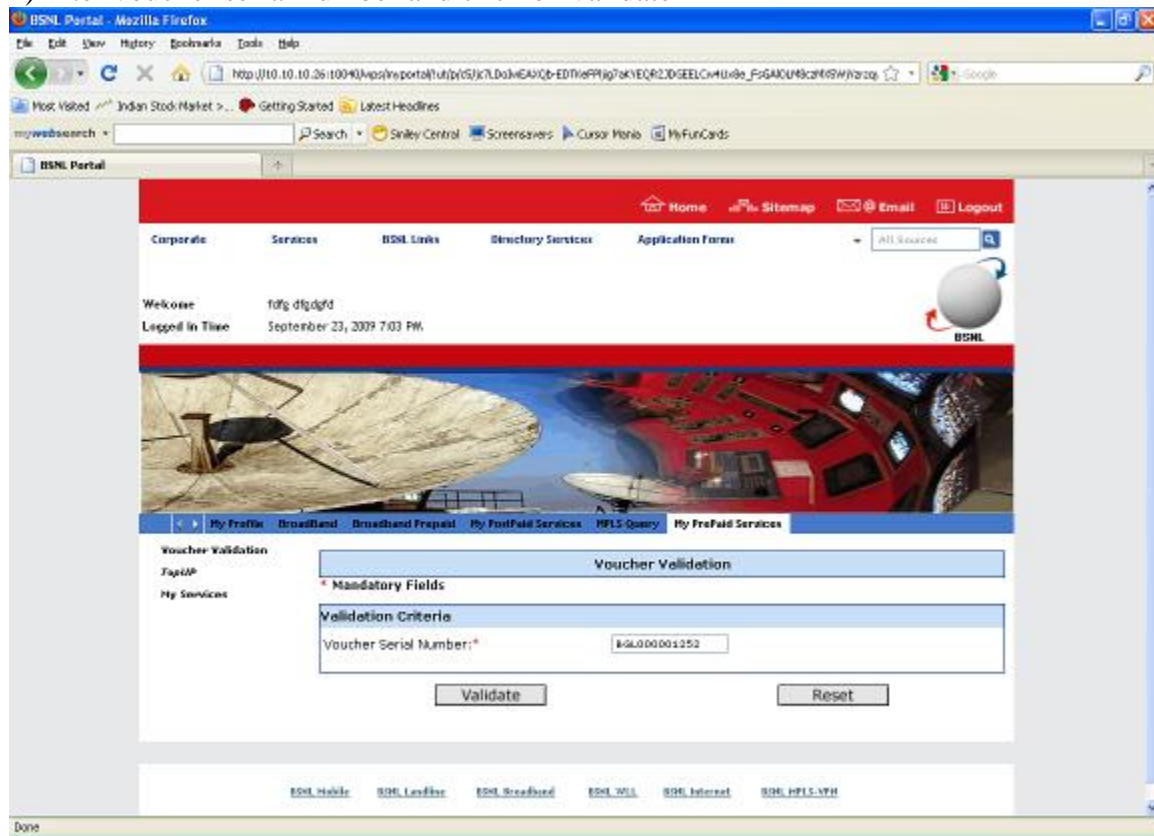


RECHARGE

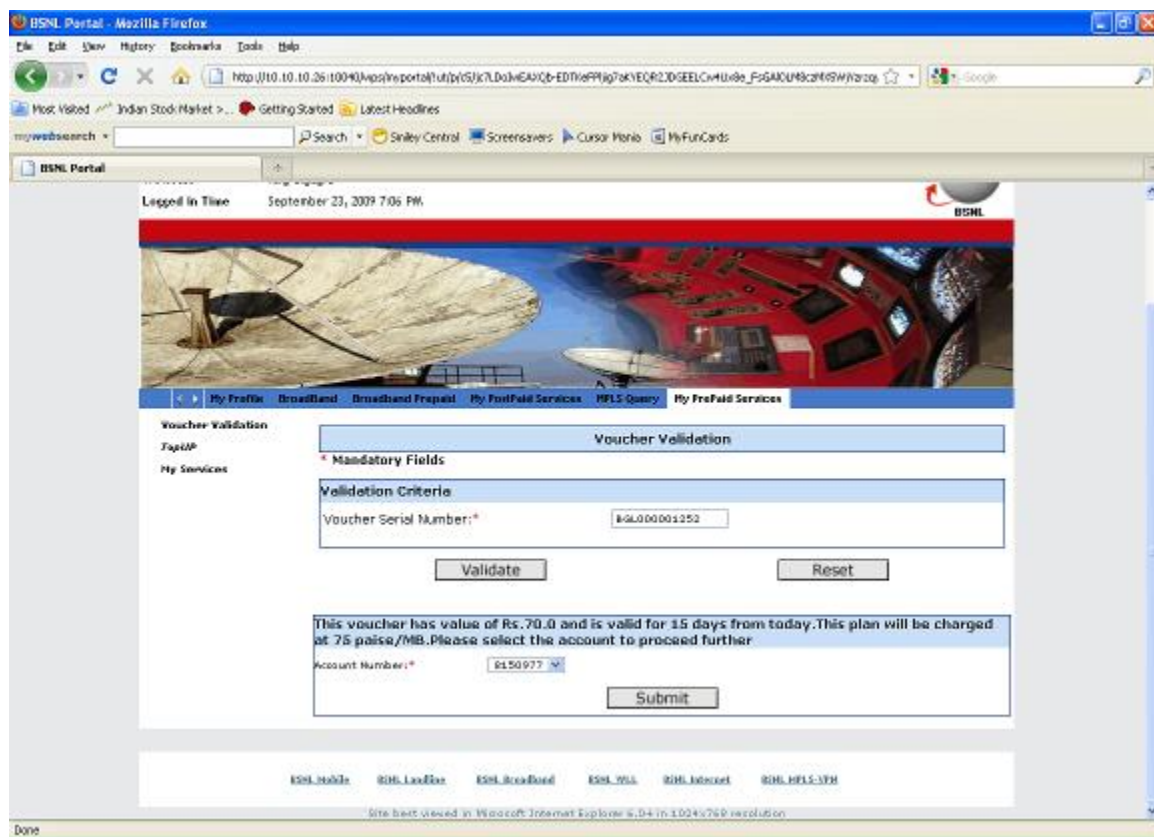
- 1) Click on TopUp now.



2) Enter voucher serial number and click on validate



2) Select account number from dropdown and click on submit button



- 3) Select 'recharge option' as 'Recharge now' from dropdown for immediate recharge .Enter 20 digit PIN Number and click on submit .

The screenshot shows the BSNL Portal in a Mozilla Firefox browser. The page is titled "BSNL Portal" and shows the user is logged in on September 23, 2009, at 7:07 PM. The main content area is titled "Voucher Validation" and displays the following details:

| Service Details | |
|---------------------|-------------------------|
| Account No: 8150977 | Plan Name: StartUP Plan |
| Balance : 50 | Expiry Date : NA |

Below this, the "Renewal Information" section shows:

| | |
|-------------------------|--------------------------|
| Current Action : | Renewal |
| Recharge Option :* | Recharge Now |
| Voucher Serial Number:* | BGL000001252 |
| PIN No:* | 94CD F782 DC84 F144 5229 |

At the bottom of the form are "Cancel" and "Submit" buttons. The footer of the page includes links for BSNL Mobile, BSNL Landline, BSNL Broadband, BSNL WLL, BSNL Internet, and BSNL HFIS-VIR.

- 4) On submission it will show successful authentication

The screenshot shows the BSNL Portal after a successful recharge. The page is titled "BSNL Portal" and shows the user is logged in on September 23, 2009, at 7:13 PM. The main content area is titled "Prepaid Recharge" and displays the following message:

Recharge is done successfully. The value of the voucher is Rs 70 and is valid till 08-10-2009

Below the message is a "Back" button. The footer of the page includes links for BSNL Mobile, BSNL Landline, BSNL Broadband, BSNL WLL, BSNL Internet, and BSNL HFIS-VIR.

5) Click on 'My services' and check the current balance (in Rs) and end date

BSNL Portal - Mozilla Firefox

Logged in Time: September 23, 2009 7:17 PM

My Services

Account Number : 0150977

Select Type Of Service to be viewed: Balance Enquiry

Search Reset

Broadband Plan Name: StartUP Plan

| Current Balance(In Rs) | End Date |
|------------------------|--------------------|
| 100 | 08-OCT-09 19:13:24 |

BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL NPLS-YTN

Site best viewed in Microsoft Internet Explorer 6.04 in 1024x768 resolution

7) select 'select Type Of Service to be viewed' as Transaction History from dropdown and click on search

BSNL Portal - Mozilla Firefox

Account Number : 0150977

Select Type Of Service to be viewed: Transaction History

Search Reset

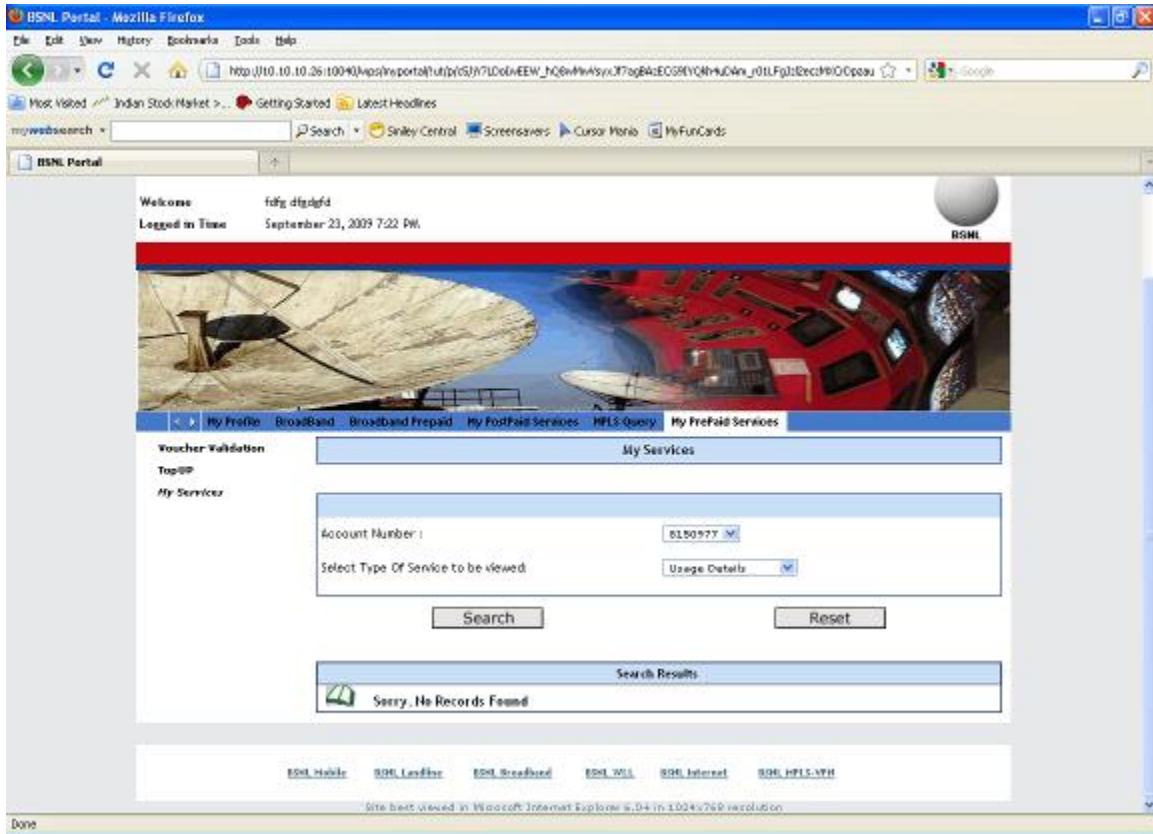
Broadband Plan Name: StartUP Plan

| Activity | Amount | Start Time |
|----------------------|--------|--------------------|
| One time charge | -90 | 16-SEP-09 10:19:20 |
| Initial Free Balance | 100 | 16-SEP-09 10:19:20 |

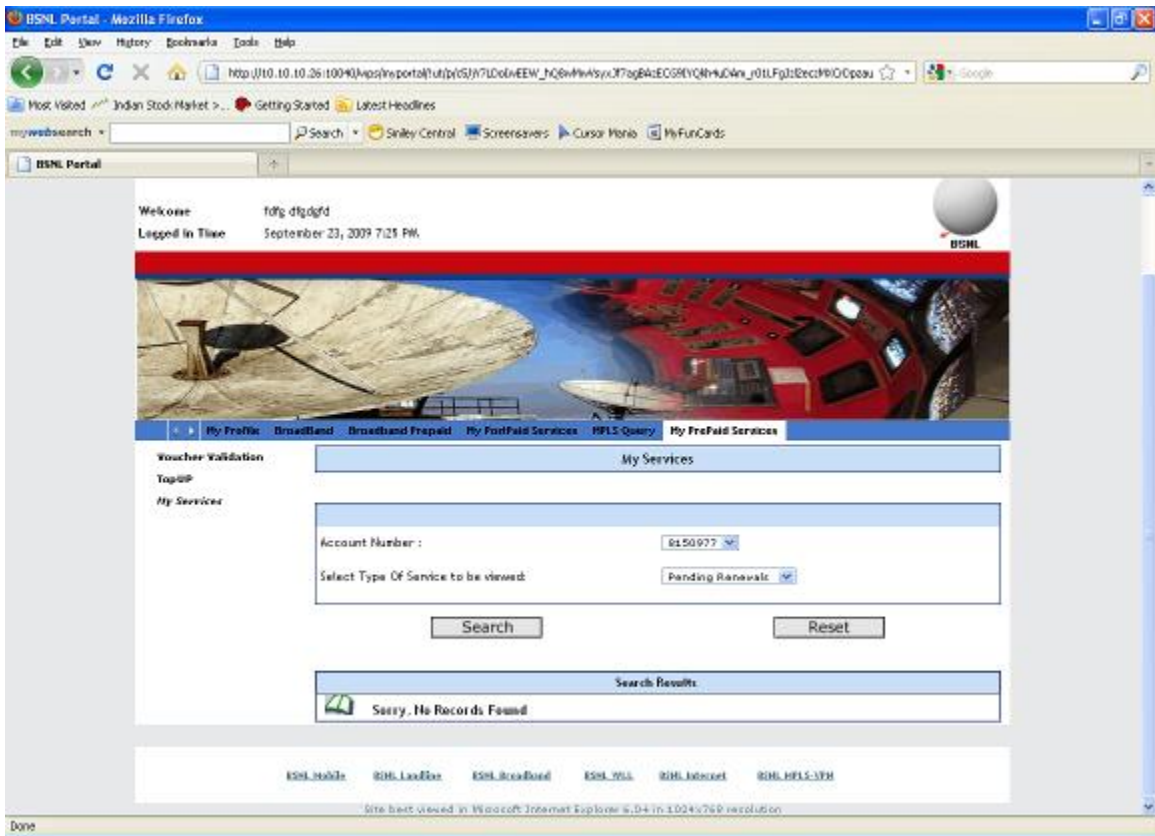
BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL NPLS-YTN

Site best viewed in Microsoft Internet Explorer 6.04 in 1024x768 resolution

8)select 'select Type Of Service to be viewed' as Usage Details from dropdown and click on search



9)select 'select Type Of Service to be viewed' as Pending renewals from dropdown and click on search



10) select 'select Type Of Service to be viewed' as topup transaction from dropdown and click on search

BSNL Portal - Mozilla Firefox

http://10.10.10.26:10040/bsslportal/ut/p(C5X4_S8983uLPHHSSzPy6Bz9CP0oc3)3AA9D4940c3FmNz409_d3P3E9_vnrlAwE

Most Visited Indian Stock Market >... Getting Started Latest Headlines

mywebsearch Search Smiley Central Screensavers Cursor Mouse MyFunCards

BSNL Portal

Logged in Time September 23, 2007 7:43 PM

BSNL

My Profile Broadband Broadband Prepaid My Postpaid Services RFLS Query My PrePaid Services

Voucher Validation My Services

TopUP

My Services

Account Number : 8450977

Select Type Of Service to be viewed: TopUp Transaction

Search Reset

Broadband Plan Name: Startup Plan

| PSN | Value | Last Modified |
|--------------|-------|---------------|
| B3L000001252 | 70 | |

BSNL Mobile B3L Landline B3L Broadband B3L PSN B3L Internet B3L RFLS-3FH

Site best viewed in Microsoft Internet Explorer 6.04 in 1024x768 resolution

Done

IMMEDIATE PLAN CHANGE

1) Click on topup , enter voucher serial number click on validate ,select account number and click on submit.

The screenshot shows the BSNL Portal in a Mozilla Firefox browser window. The page title is "BSNL Portal - Mozilla Firefox". The address bar shows a long URL. The page content includes a header with "BSNL Portal" and a navigation menu with links like "My Profile", "Broadband", "Broadband Prepaid", "My Prepaid Services", "HPLS Query", and "My Prepaid Services". The main content area is titled "Voucher Validation" and contains a form for entering a voucher serial number and an account number. The form has a "Validate" button and a "Submit" button. Below the form, there is a message: "This voucher has value of Rs. 1100.0 and is valid for 90 days from today. Please select the account to proceed further." The footer of the page lists various BSNL services: BSNL Mobile, BSNL Landline, BSNL Broadband, BSNL WLL, BSNL Internet, and BSNL HPLS-VIR.

BSNL Portal - Mozilla Firefox

http://10.10.10.26:10040/bsnl/portal/ut/p/c504_589834LUPH455dPy6E29CF0es3BAAR9D49gADK3S18TA0-LEDDFcyN33mHtQ6B

Most Visited Indian Stock Market >... Getting Started Latest Headlines

mywebsearch Search Smiley Central Screensavers Cursor Menu My FunCards

BSNL Portal

Logged in Time September 24, 2009 11:11 AM

BSNL

My Profile Broadband Broadband Prepaid My Prepaid Services HPLS Query My Prepaid Services

Voucher Validation

TapAP

My Services

Voucher Validation

* Mandatory Fields

Validation Criteria

Voucher Serial Number: * 8GL00001253

Validate Reset

This voucher has value of Rs. 1100.0 and is valid for 90 days from today. Please select the account to proceed further

Account Number: * 8150977

Submit

BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL HPLS-VIR

Site best viewed in Microsoft Internet Explorer 6.04 in 1024x768 resolution

Done

- 2) Select Recharge Option as Recharge now from dropdown for immediate plan change ,and enter 20 digit PIN Number .

BSNL Portal - Mozilla Firefox

Logged in Time: September 24, 2009 11:14 AM

Service Details

Account No: 8150977 Plan Name: StartUP Plan

Balance : 120 Expiry Date : 08-OCT-09 19:13:24

Renewal Information

Current Action : Renewal With Plan Change

Recharge Option : * Recharge Now

Voucher Serial Number: * BGL000001253

PIN No: * 74AC DA32 2FEF 1570 6864

Cancel Submit

- 3) click on submit. Select new plan from from dropdown in service details page.

BSNL Portal - Mozilla Firefox

Service Details

Telephone No : 80 - 22000100 ServiceUserid : a20022000100@ppbb.bsnl.in

Selected Email Ids :

Existing Plan Name : StartUP Plan

New Plan Name : Home UL 1100

Plan Comparison Chart

| Plans | Plan Type | Bandwidth-Validity | Charges | Min Balance Req |
|--------------|-----------|--------------------|-------------|-----------------|
| Current plan | Limited | 2 Mbps - 15 Days | 75 paise/MB | 100 |
| New Plan | Unlimited | 1 Mbps - 7 Days | NA | 1100 |

Existing Plan Details (This information is attached during the plan change)

| Select | Deal Name | Product Type | Product Discount | Product Fee |
|-------------------------------------|--|----------------------|------------------|-------------|
| <input checked="" type="checkbox"/> | Usage deal - Volume Based, 75 paise/MB | Usage Charge Product | 0 | 0 |

New Plan Details

| Select | Deal Name | Product Type | Product Discount | Product Fee |
|-------------------------------------|------------------------|----------------------|------------------|-------------|
| <input checked="" type="checkbox"/> | Usage deal - Unlimited | Usage Charge Product | 0 | 0 |

Back Cancel

4)Click on preview

BSNL Portal - Mozilla Firefox

http://10.10.10.26:10040/vps/vportal/ut/p/c/k/LDwEAHQb-EDTYvFPjg7kVEQR2DGEELCw4Ux8_FsG4U48cm9W/vzcg

Most Visited Indian Stock Market >... Getting Started Latest Headlines

mywebsearch Search Snappy Central Screensavers Cursor Home MyFunCards

BSNL Portal mruthreddy's Watchlist Mail

Telephone No : 80 - 22000100 ServiceUserId : e28022000100@pplk.bsnl.in

Selected Email Ids :

Existing Plan Name : StartUP Plan

New Plan Name : Home UL 1100

| Plans | Plan Type | Bandwidth-Validity | Charges | Min Balance Req |
|--------------|-----------|--------------------|-------------|-----------------|
| Current plan | Limited | 2 Mbps - 15 Days | 75 paise/MB | 100 |
| New Plan | Unlimited | 1 Mbps - 7 Days | NA | 1100 |

| Deal Name | Product Type | Product Discount | Product Fee |
|--|----------------------|------------------|-------------|
| Usage deal - Volume Based, 75 paise/MB | Usage Charge Product | 0 | 0 |

| Deal Name | Product Type | Product Discount | Product Fee |
|------------------------|----------------------|------------------|-------------|
| Usage deal - Unlimited | Usage Charge Product | 0 | 0 |

Modify Submit

[BSNL Mobile](#) [BSNL Landline](#) [BSNL Broadband](#) [BSNL WLL](#) [BSNL Internet](#) [BSNL MMS VPM](#)

Site last viewed in Microsoft Internet Explorer 6.0+ in 1024x768 resolution

5)Click on submit .It will go to provisioning status page.

BSNL Portal - Mozilla Firefox

http://10.10.10.26:10040/vps/vportal/ut/p/c/k/LDwEAHQb-EDTYvFPjg7kVEQR2DGEELCw4Ux8_FsG4U48cm9W/vzcg

Most Visited Indian Stock Market >... Getting Started Latest Headlines

mywebsearch Search Snappy Central Screensavers Cursor Home MyFunCards

BSNL Portal mruthreddy's Watchlist Mail

Welcome r0fg.dfgdgd

Logged in Time September 24, 2009 11:21 AM

[My Profile](#) [Broadband](#) [Broadband Prepaid](#) [My Prepaid Services](#) [MPLS Query](#) [My Prepaid Services](#)

Voucher Validation

TopUP

My Services

| | |
|---|------------------------|
| Your Plan Change request is processed Successfully. | |
| New Plan Name : | Home UL 1100 |
| Plan Type : | Unlimited |
| Bandwidth - Validity : | 1 Mbps - 7 Days |
| Charges : | NA |
| Plan Change Fee : | Rs. 0/- |
| Effective From : | With Immediate Effect. |

The status of Advance Removal order can be viewed under pending removal in My Services.

Thank You

Back

[BSNL Mobile](#) [BSNL Landline](#) [BSNL Broadband](#) [BSNL WLL](#) [BSNL Internet](#) [BSNL MMS VPM](#)

Site last viewed in Microsoft Internet Explorer 6.0+ in 1024x768 resolution

6)Click on My services and check the current balance and enddate in balance enquiry.

The screenshot shows the BSNL Portal interface in a Mozilla Firefox browser. The user is logged in as 'rang.digdigk' on September 24, 2009. The 'My Services' section is active, displaying the account number 'B150977' and the selected service type 'Balance Enquiry'. A search button is present. Below, the 'Broadband Plan Name: Home UL 1100' is shown with a table of current balance and end date.

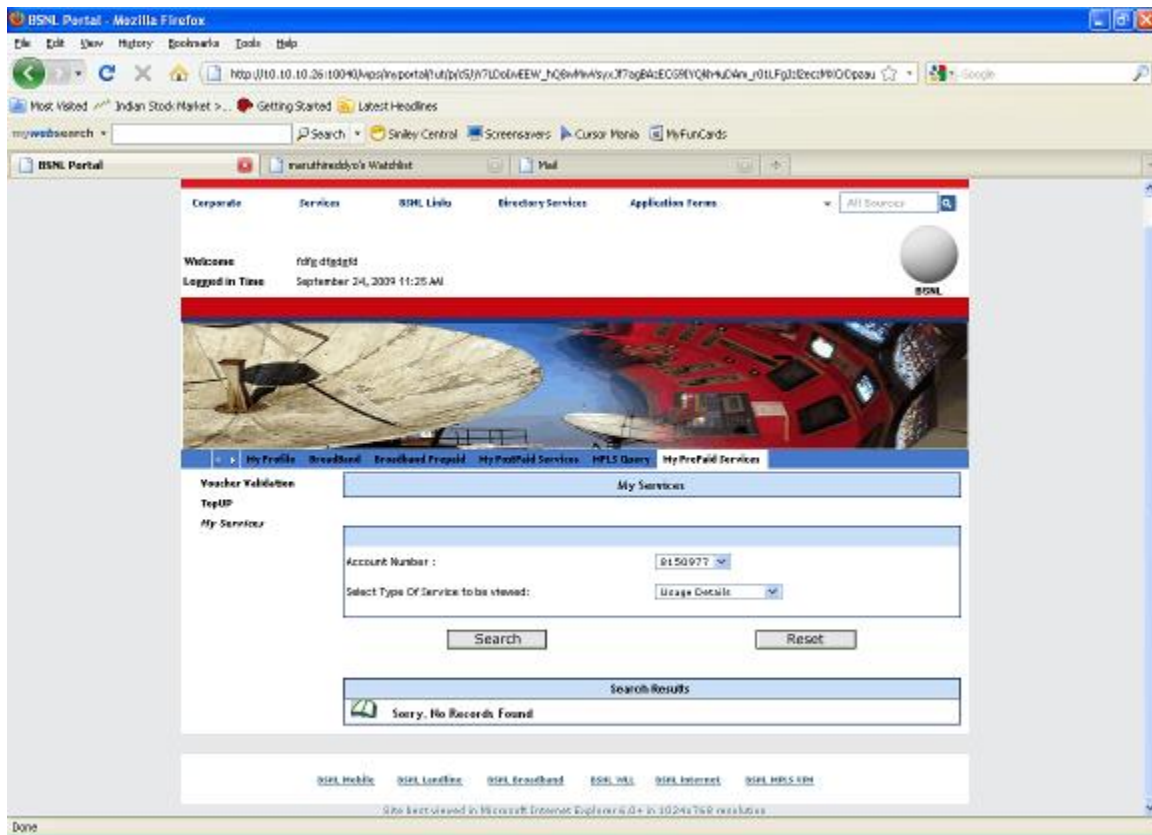
| Current Balance(In Rs) | End Date |
|------------------------|--------------------|
| 120 | 01-OCT-09 11:21:00 |

7)select 'select Type Of Service to be viewed' as Transaction History from dropdown and click on search

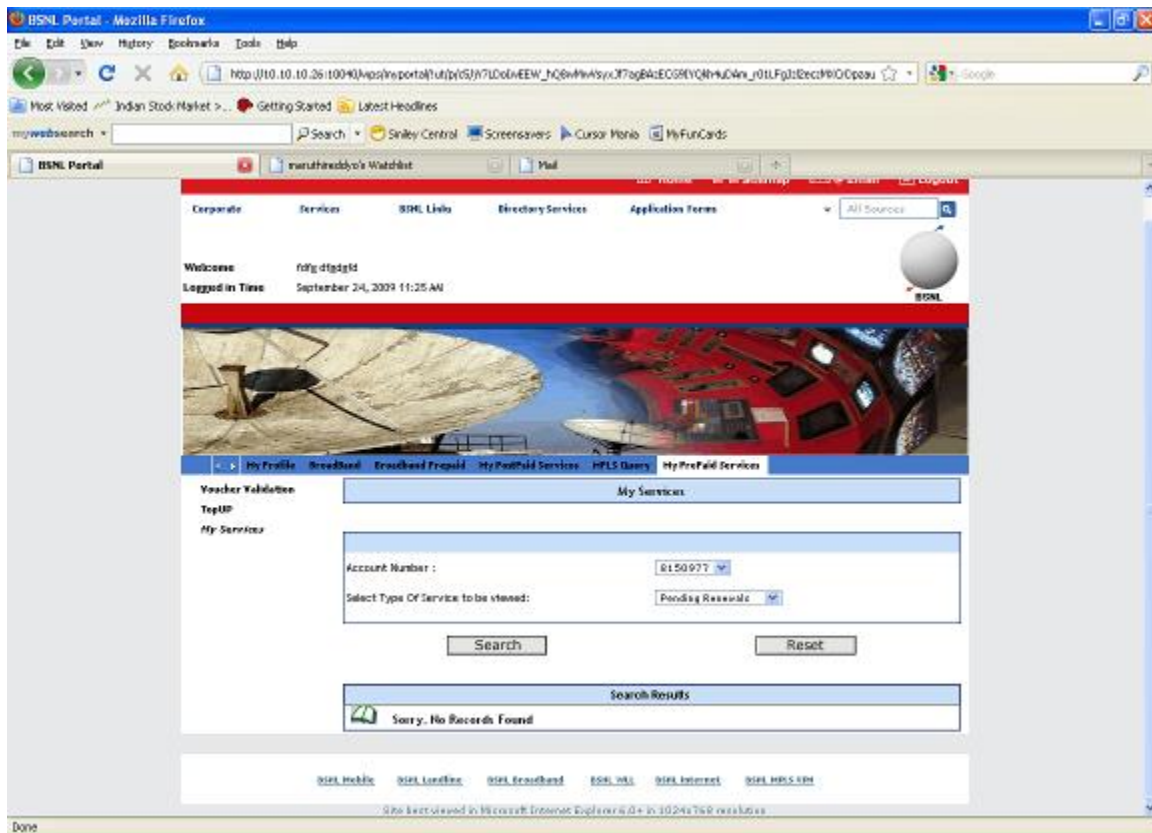
The screenshot shows the BSNL Portal interface with the 'Transaction History' selected in the 'Select Type Of Service to be viewed' dropdown. A search button is present. Below, the 'Broadband Plan Name: Home UL 1100' is shown with a table of transaction history.

| Activity | Amount | Start Time |
|----------------------|--------|--------------------|
| Plan Change Charge | 0 | 24-SEP-09 11:21:00 |
| Initial Free Balance | 100 | 16-SEP-09 10:19:20 |
| One time charge | -80 | 16-SEP-09 10:19:20 |

8)select 'select Type Of Service to be viewed' as Usage Details from dropdown and click on search



9) select 'select Type Of Service to be viewed' as Pending renewals from dropdown and click on search



10) select 'select Type Of Service to be viewed' as topup transaction from dropdown and click on search

BSNL Portal - Mozilla Firefox

http://10.10.10.26:10040/aps/portal/ut/p/c/71D6d4EEW_HQ6wHw4Syc_X7agB4zECGRVQ/4H4C4m_r01LFgJzEecP8VOCp0a

Welcome fofg-dfgdgd
Logged in Time September 24, 2009 11:26 AM

My Profile Broadband Broadband Prepaid My Prepaid Services MPLS Query My Prepaid Services

Yashwanthreddy's Watchlist

My Services

Account Number : 8150977

Select Type Of Service to be viewed: TopUp Transaction

Search Reset

Broadband Plan Name: Home UL 1000

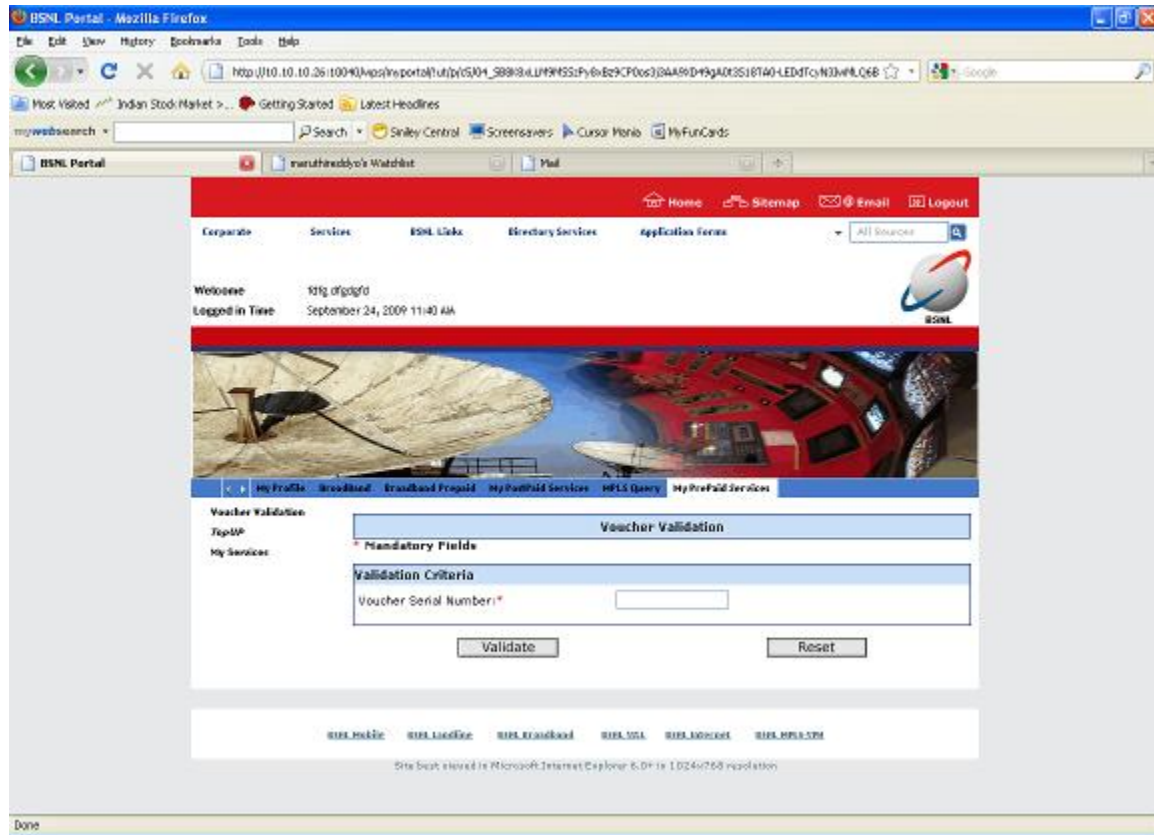
| PSN | Value | Last Modified |
|--------------|-------|--------------------|
| BGL000001252 | 70 | 23-SEP-09 00:00:00 |
| BGL000001253 | 1000 | 24-SEP-09 00:00:00 |

BSNL Mobile BSNL Landline BSNL Broadband BSNL WLL BSNL Internet BSNL M2S VPM

Done

PLAN CHANGE- ADVANCED RENEWAL

1) Click on topup



2) Enter voucher serial number , click on validate , select account number and click on submit.

Welcome: r0fg.dfgdgd
Logged in Time: September 24, 2009 11:41 AM

Voucher Validation

Mandatory Fields

Validation Criteria

Voucher Serial Number:

This voucher has value of Rs.673.0 and is valid for 60 days from today. This plan will be charged at 60 paise/MB. Please select the account to proceed further.

Account Number:

3) Select Recharge option as Recharge later and enter 20 digit PIN number . click on submit.

Welcome: r0fg.dfgdgd
Logged in Time: September 24, 2009 11:46 AM

Service Details

Account No: 8150977 Plan Name: Home UL 1100
Balance: 120 Expiry Date: 01-OCT-09 11:21:00

Renewal Information

Current Action: Renewal With Plan Change

Recharge Option:

Voucher Serial Number: BGL00001259

PIN No:

4) Select newplan from service details page , click on preview

The screenshot shows the BSNL Portal interface in a Mozilla Firefox browser. The page displays service details and a plan comparison chart. The 'New Plan' is selected as 'BroadBand Plus'.

Service Details

Telephone No : 80 - 22000100 ServiceUserId : e28022000100@ppbb.bsnl.in
 Selected Email Ids :
 Existing Plan Name : Home UL 1100
 New Plan Name :

Plan Comparison Chart

| Plans | Plan Type | Bandwidth-Validity | Charges | Min Balance Req |
|--------------|-----------|--------------------|-------------|-----------------|
| Current plan | Unlimited | 1 Mbps - 7 Days | NA | 1100 |
| New Plan | Limited | 2 Mbps - 60 Days | 60 paise/MB | 750 |

Existing Plan Details (These services will be detached during the plan change)

| Select | Deal Name | Product Type | Product Discount | Product Fee |
|-------------------------------------|------------------------|----------------------|------------------|-------------|
| <input checked="" type="checkbox"/> | Usage deal - Unlimited | Usage Charge Product | 0 | 0 |

New Plan Details

| Select | Deal Name | Product Type | Product Discount | Product Fee |
|-------------------------------------|--|----------------------|------------------|-------------|
| <input checked="" type="checkbox"/> | Usage deal - Volume Based, 60 paise/MB | Usage Charge Product | 0 | 0 |

Buttons:

5) Click on submit now.

The screenshot shows the BSNL Portal interface in a Mozilla Firefox browser. The page displays service details and a plan comparison chart. The 'New Plan' is selected as 'BroadBand Plus'. The 'Submit' button is visible at the bottom right.

Service Details

Telephone No : 80 - 22000100 ServiceUserId : e28022000100@ppbb.bsnl.in
 Selected Email Ids :
 Existing Plan Name : Home UL 1100
 New Plan Name : BroadBand Plus

Plan Comparison Chart

| Plans | Plan Type | Bandwidth-Validity | Charges | Min Balance Req |
|--------------|-----------|--------------------|-------------|-----------------|
| Current plan | Unlimited | 1 Mbps - 7 Days | NA | 1100 |
| New Plan | Limited | 2 Mbps - 60 Days | 60 paise/MB | 750 |

Existing Plan Details (These services will be detached during plan change)

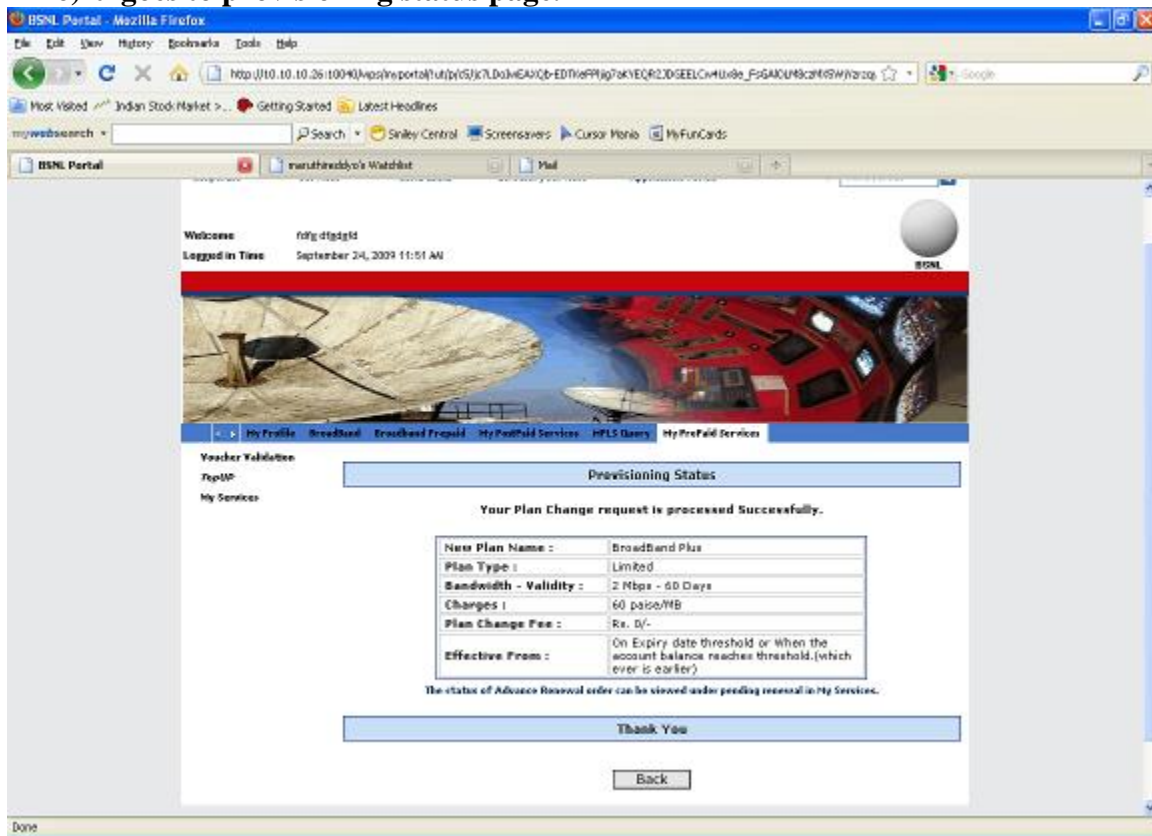
| Deal Name | Product Type | Product Discount | Product Fee |
|------------------------|----------------------|------------------|-------------|
| Usage deal - Unlimited | Usage Charge Product | 0 | 0 |

New Plan Details

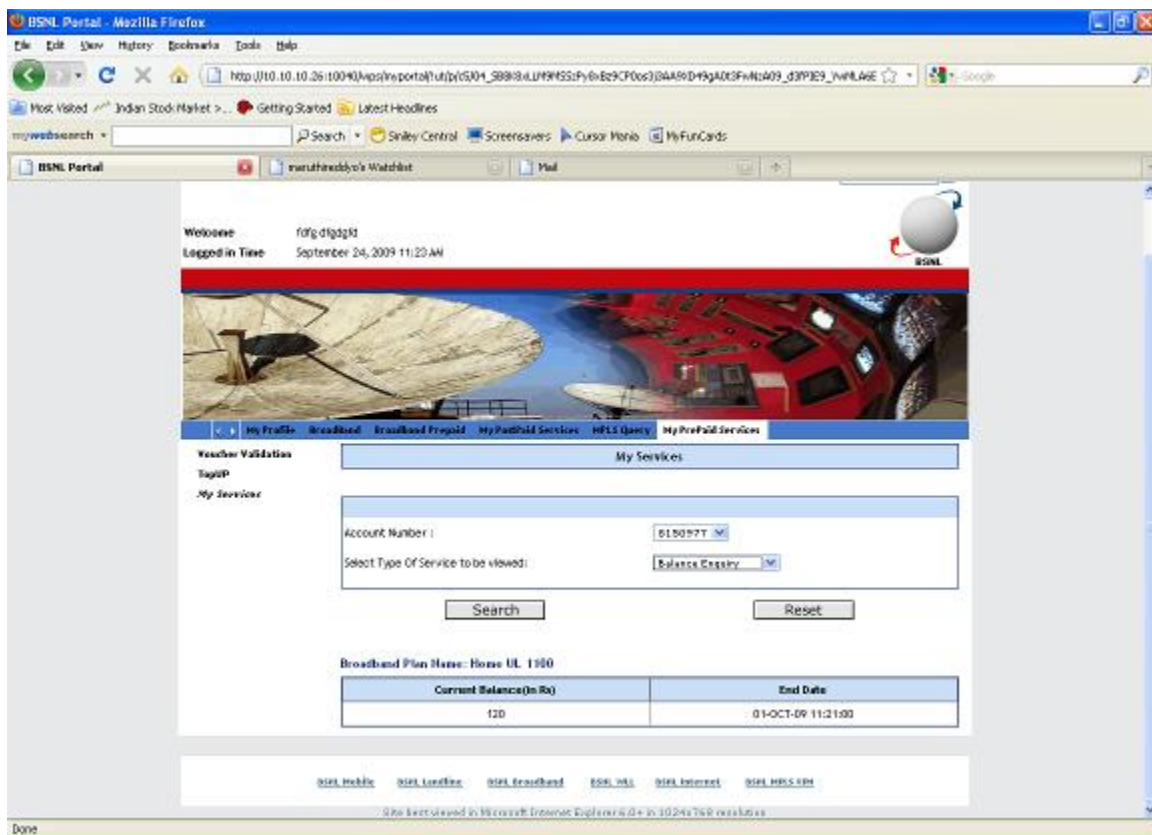
| Deal Name | Product Type | Product Discount | Product Fee |
|--|----------------------|------------------|-------------|
| Usage deal - Volume Based, 60 paise/MB | Usage Charge Product | 0 | 0 |

Buttons:

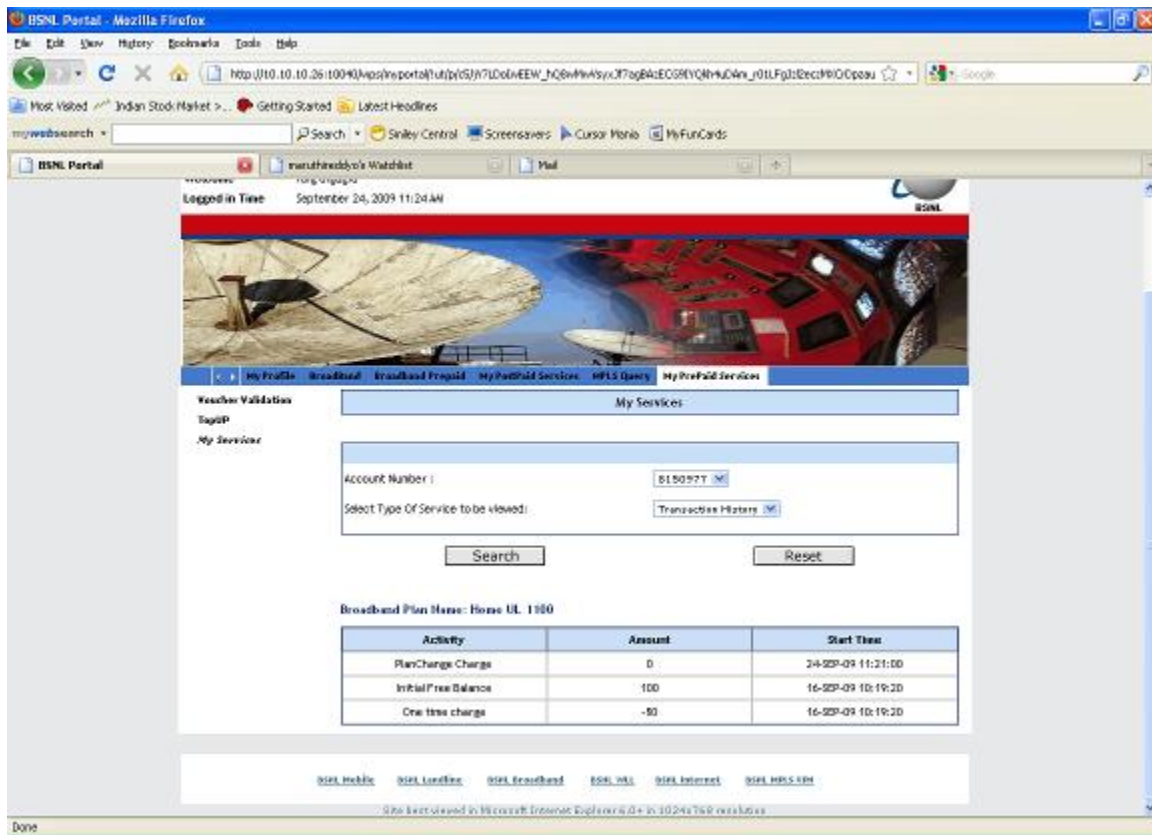
6) It goes to provisioning status page.



7) Click on My services and check the current balance and enddate in balance enquiry.



8)select 'select Type Of Service to be viewed' as Transaction History from dropdown and click on search

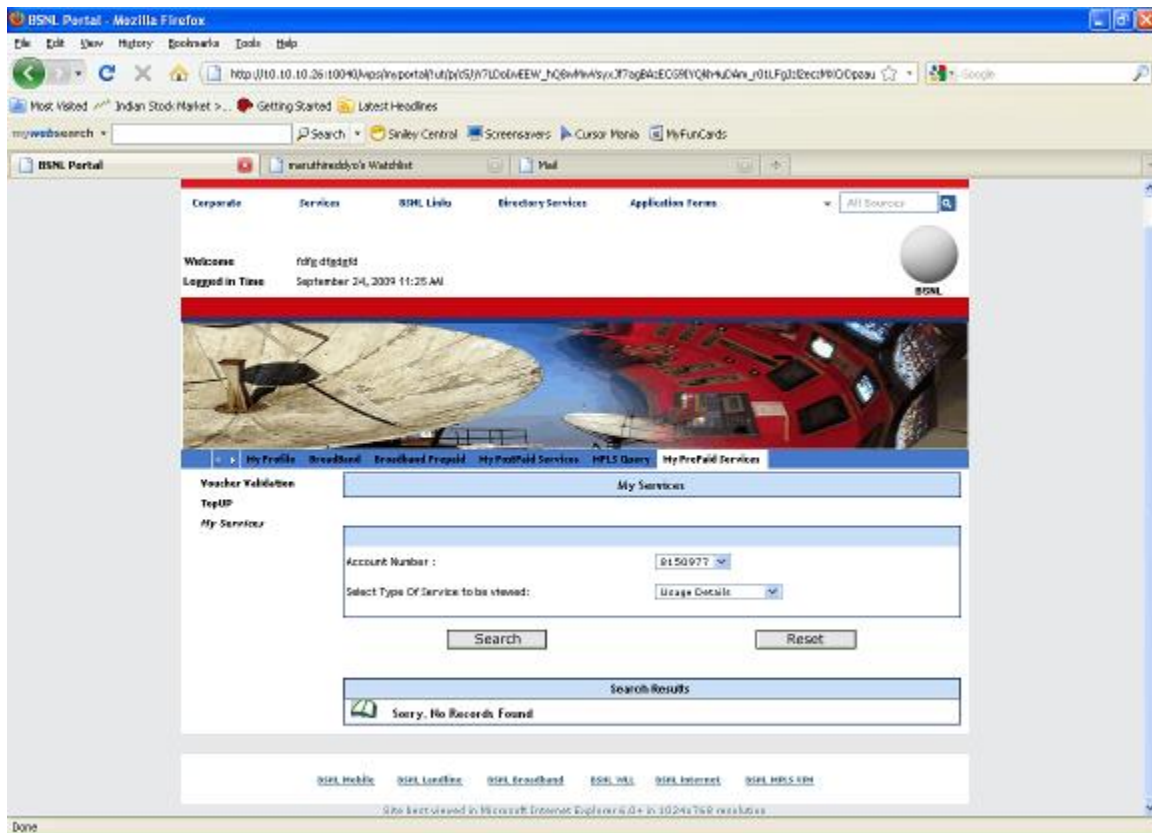


The screenshot shows the BSNL Portal in a Mozilla Firefox browser. The user is logged in as 'mrunithreddy' on September 24, 2009, at 11:24 AM. The page features a banner with a satellite dish and a red train. Below the banner, there are navigation tabs: 'My Profile', 'Broadband', 'Broadband Prepaid', 'My Prepaid Services', 'MPLS Query', and 'My Prepaid Services'. The 'My Services' section is active, displaying a form with 'Account Number' set to 'B150977' and 'Select Type Of Service to be viewed' set to 'Transaction History'. A 'Search' button is visible. Below the form, the 'Broadband Plan Name: Home UL 100' is shown, followed by a table of activities.

| Activity | Amount | Start Time |
|----------------------|--------|--------------------|
| PlanChange Charge | 0 | 24-SEP-09 11:21:00 |
| Initial Free Balance | 100 | 16-SEP-09 10:19:20 |
| One time charge | -50 | 16-SEP-09 10:19:20 |

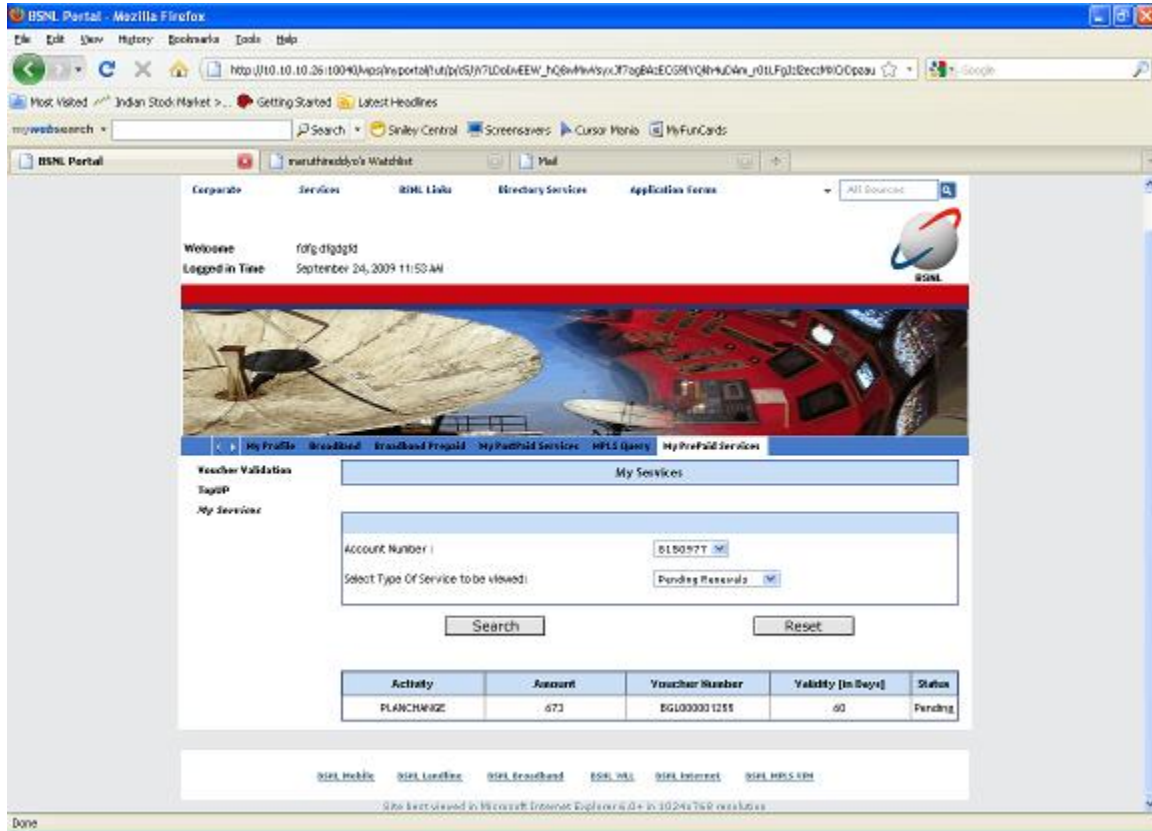
At the bottom, there are links for 'BSNL Mobile', 'BSNL Landline', 'BSNL Broadband', 'BSNL WLL', 'BSNL Internet', and 'BSNL MMS & VPN'.

9) select 'select Type Of Service to be viewed' as Usage Details from dropdown and click on search



The screenshot shows the BSNL Portal in a Mozilla Firefox browser. The user is logged in as 'mrunithreddy' on September 24, 2009, at 11:25 AM. The page features a banner with a satellite dish and a red train. Below the banner, there are navigation tabs: 'My Profile', 'Broadband', 'Broadband Prepaid', 'My Prepaid Services', 'MPLS Query', and 'My Prepaid Services'. The 'My Services' section is active, displaying a form with 'Account Number' set to 'B150977' and 'Select Type Of Service to be viewed' set to 'Usage Details'. A 'Search' button is visible. Below the form, the 'Search Results' section shows 'Sorry, No Records Found'.

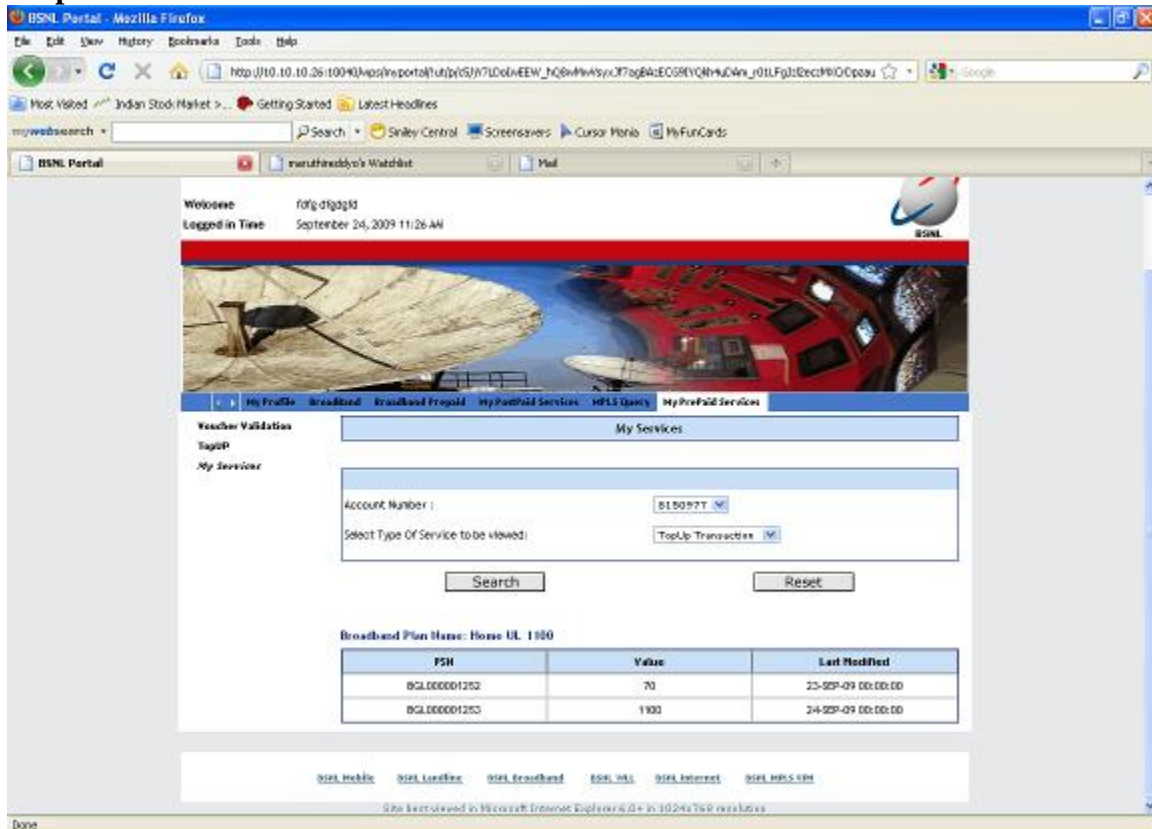
10) select 'select Type Of Service to be viewed' as Pending renewals from dropdown and click on search



The screenshot shows the BSNL Portal in Mozilla Firefox. The user is logged in as 'r0fg.digdig1d' on September 24, 2009, at 11:55 AM. The 'My Services' section is active, and the 'Select Type Of Service to be viewed' dropdown is set to 'Pending Renewals'. The search results table is as follows:

| Activity | Amount | Voucher Number | Validity [In Days] | Status |
|------------|--------|----------------|--------------------|---------|
| PLANCHANGE | 673 | BGL000001255 | 60 | Pending |

11) select 'select Type Of Service to be viewed' as topup transaction from dropdown and click on search



The screenshot shows the BSNL Portal in Mozilla Firefox. The user is logged in as 'r0fg.digdig1d' on September 24, 2009, at 11:26 AM. The 'My Services' section is active, and the 'Select Type Of Service to be viewed' dropdown is set to 'TopUp Transaction'. The search results table is as follows:

| PSN | Value | Last Modified |
|--------------|-------|--------------------|
| BGL000001252 | 70 | 23-SEP-09 00:00:00 |
| BGL000001253 | 1100 | 24-SEP-09 00:00:00 |