CUSTOMER SELF CARE

Viewing Service Details

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





2)Click on My Prepaid Services



3)Click on My services on the same page

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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

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

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RECHARGE

1) Click on TopUp now.



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

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2)Enter voucher serial number and click on validate

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



4) On submission it will show successful authentication





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



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

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

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IMMEDIATE PLAN CHANGE

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



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

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

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

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



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

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

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1) Click on topup

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



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



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

5)Click on submit now.

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

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