



CANCELLATION AND REFUND POLICY FOR WiFi SERVICES

BSNL believes in customer-friendly policies while protecting its digital payment infrastructure. This policy applies exclusively to prepaid BSNL's NWRC platform Wi-Fi session purchases.

1. No Cancellation Once Activated: Once payment is successful and the Wi-Fi session/voucher is activated (session token issued and login allowed at Access Point/ONTs), the plan is non-cancellable and non-refundable. Access is deemed consumed immediately upon activation.

2. Eligible Refunds (only in limited cases):

a. Failed / Aborted Transactions: Automatic refund to the original payment instrument within T+1 working day or as per RBI mandate.

b. Duplicate Payments: Full refund processed within 5 working days after verification of logs or as per RBI mandate.

c. Technical Failure by BSNL: Refund of full amount if session could not be activated despite successful payment (verified via portal logs). No refund for customer-side issues (poor signal, device incompatibility, logout before expiry).

d. Chargeback Disputes: Handled as per payment gateway/bank rules; you agree to indemnify BSNL against any wrongful chargeback.

3. Refund Timeline & Mode: All eligible refunds shall be processed within 5 working days of receipt of valid request / auto-detection. Refunds will be credited only to the original payment instrument (UPI ID, card or wallet) used for purchase. No cash or alternative-mode refunds.

4. No Refund for Delays Attributable to Third Parties: BSNL shall not be liable for any delay caused by the payment gateway, acquiring bank or issuing bank.

5. Grievance Contact for Refunds: For refund-related grievances, please write to nwrcsupport@bsnl.co.in within 5(FIVE) days of transaction. Grievances will be acknowledged within 48 hours and resolved within 30 days as per applicable law.

Note: This policy overrides general BSNL subscription refund rules because NWRC plans are short-duration, prepaid and instantly consumable.