



Terms and Conditions

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern BSNL's relationship with you in relation to this website.

The term 'BSNL or 'us' or 'we' refers to the owner of the website whose registered office is BHARAT SANCHAR BHAWAN, HARISH CHANDRA MATHUR LANE, JANPATH NEW DELHI-110001.

The term 'you' refers to the user or viewer of our website.

Bharat Sanchar Nigam Limited (BSNL) provides the National Wi-Fi Roaming services to BSNL FTTH subscribers, BSNL Mobile Customers, Enterprise Wi-Fi customers and also offers prepaid Wi-Fi services ("Services") to mobile users ("you") wherever Access Point/ONTs are working through the platform subject to these Terms and Conditions, the Privacy Policy and the Cancellation & Refund Policy. The prepaid services consist of short-duration prepaid Wi-Fi access plans (e.g., 1 Day/2 Days / other plans as notified i.e, Volume based, Time based or hybrid plans) which can be purchased via the portal using wallet, UPI, cards or other payment gateways.

The use of this website is subject to the following terms of use:

1. The content of the pages of this website is for your general information and use only. It is subject to change without notice. The Wi-Fi services offered to BSNL FTTH/BB customers & BSNL Mobile Customers, Enterprise Wi-Fi services and also prepaid/session-based public Wi-Fi services offering. Plans are activated only upon successful payment confirmation and issuance of a session token/voucher. Validity commences immediately upon activation at a BSNL Wi-Fi Access Point/ONTs. Sessions auto-expire at the end of the purchased duration or volume, whichever is earlier. There is no carry-forward of unused time/volume. BSNL provides the service on an "as-is" and "as-available" basis without any guarantee of continuous availability,

minimum speed, or coverage at every Access points/ONTs. A Fair Usage Policy applies; excessive usage may result in temporary throttling or session termination.

2. Neither BSNL nor its payment gateway partners, network providers or affiliates provide any warranty as to uninterrupted service, speed, or fitness for any particular purpose. BSNL shall not be liable for any loss, damage or inconvenience arising from: (i) interruption, delay or failure of Wi-Fi service due to technical, network, power or maintenance issues; (ii) payment gateway, bank or UPI failures; (iii) cyber-security incidents, malware or unauthorised access; (iv) signal loss or coverage gaps at Access points/ONTs; or (v) any third-party content accessed via the service. To the fullest extent permitted by law, BSNL's total liability shall not exceed the amount paid by you for the specific session in question.

3. Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

4. This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

5. All trademarks reproduced in this website which are not the property of, or licensed to, the operator are acknowledged on the website.

6. Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offence.

7. From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information only. They do not signify that we endorse the website(s). We have no responsibility for the linked website(s).

8. You may not create a link to this website from another website or document without BSNL's prior written consent.

9. Your use of this website and any dispute arising out of such use of the website is subject to the laws of the land or other regulatory authority. These Terms shall be governed by the laws of India. Any dispute arising out of or in connection with these Terms or the Services shall first be attempted to be resolved amicably. Failing which, the dispute shall be dealt in accordance with BSNL's dispute resolution mechanism / Mediation. Courts at New Delhi shall have exclusive jurisdiction.

10. Prohibited Uses: You shall not use the service for illegal activities, spamming, hacking, torrenting, commercial resale, or any activity that violates applicable laws or interferes with the network or congests the network.

11. Force Majeure: BSNL shall not be liable for any failure or delay due to events beyond its reasonable control, including regulatory orders, cyber-attacks, natural disasters or government restrictions.

12. Settlement Timelines: Any settlement or credit to your wallet shall be subject to the timelines of the acquiring bank/payment gateway (typically T+1 to T+5 working days or as per RBI guidelines).
