

FAQ on BSNL LIVE and BSNL STREAMING SERVICES

Question 1 . What is BSNL LIVE?

‘BSNL LiVE’, a Mobile Portal, is a one stop shop for all your Information, Entertainment, and Communication related requirements. ‘BSNL LiVE’ is your window to a wide array of services that range from hands on access to Videos On Demand that include Bollywood, Astrology, Recipes/ Cookery, Entertainment, Cricket, Comics/ Animation, Movies and Trailers, Music, Multimedia games, Wallpapers of your choice of tones/tunes , Games on demand, download exciting Videos clips games, songs and personalize your mobile phone with wallpapers and ringtones of your choice and enjoy a host of Value Added Services,

If your phone already has BSNL LiVE access settings BSNL LiVE is available at <http://bsnllive.in>. Alternatively you can get a WAP push URL of BSNLive by sending a sms with Keyword ‘BSNL LiVE’ to 51010

Question 2. How can I get BSNL LIVE Settings?

Before accessing ‘BSNL LiVE’ you must ensure you have the appropriate settings on your mobile. You may get these settings in following ways:

1. You can also request for the settings by sending MAKE space MODEL of your handset to 58355 by SMS e.g. Nokia space N79 to 58355 . After you send the SMS you will in response get several settings on your handset viz. ‘BSNL LiVE’, ‘bsnlstream’ etc.
2. You can send the settings yourself to your phone by visiting :
 - **WEST ZONE** – <http://210.212.179.183/msp/html/>
 - **NORTH ZONE** – <http://218.248.65.83:8081/msp/html/>
 - **EAST ZONE** – <http://218.248.71.14/msp/html/>
 - **SOUTH ZONE** – <http://218.248.72.246/msp/html/>
- a) Log-in using your mobile number as 9194XXXXXXXX (replace xxxx.. with your number) and click login.
- b) Go to device management tab
- c) Select your phone vendor and Phone Model
- d) Then click the “Configure my phone” Button
3. You may also call BSNL Customer Care Center to get the settings
BSNL Mobile all India Helpline
*Number(Toll Free):- '1800 180 1503' or '1503'

Once you get all the settings, you have to save all of them. Out of these several settings the one pertaining to ‘BSNL LiVE’ (will appear as ‘BSNL LiVE’), should be saved as default.

Some Common settings for the Main Makes are as below:

Nokia handset

BSNL LiVE:

Goto web ->Press Options->Select Settings->Select General->Select the Access Point as BSNL LiVE as default. Thereafter whenever you want to access 'BSNL LiVE' you click on your Web browser in your mobile; ask the Connecting Via 'BSNL LiVE' will be visible to you and clicking on it will lead you to the Welcome page.

BSNLStream:

Goto Application->Select Real Player -> Select Options->Select Setings->Settings ->Select Network->Select streaming ->Default Access point Name as 'bsnlstream') will also be selected in your mobile for Watching the Video On Demand e.g. Hello TV, Mobisode , Video Songs.etc

Samsung Handset

BSNL LiVE:

Choose "Main Menu"-> Select "Browser" icon -> Select "Settings" icon -> Select "Internet Profiles" -> Select Radio button to BSNL LiVE

BSNLStream:

Choose "Main Menu" → Choose "Settings" → Choose "Application" → Choose "Application Settings" → Choose "Media Player" → Choose "Settings" → Choose "VOD settings" → Change the default Access Point to "bsnlstream"

Sony Ericsson Handset

BSNL LiVE:

Choose "Main Menu" → Select "Settings" icon → Select "connections" icon → Select "Internet Settings" → Select "Internet Profiles" → Select Radio button to **BSNL LiVE**

BSNLStream:

Choose "Main Menu" → Choose "Settings" → Choose "Phone" → Choose "Application Settings" → Choose "Media Player" → Choose "Streaming" → Choose "Network" → Change the default Access Point to "bsnlstream".

Question 3. What are the services which I can look for in BSNL LiVE?

BSNL LiVE has designed an array of services to aptly quench your daily requirements.

- **Hello TV:** A Live TV service which offers more than 50 channels on your mobile. This service is available for both 2g and 3g users with compatible handsets. With hello TV you can now watch Live TV on your mobile anywhere anytime.
- **Movies :** Movies will be streamed on demand i.e. the content will be played in real time on your mobile from 'BSNL LIVE' directly without first getting stored.
- **Videos:** Video clips of 3-5 minutes (approx.) on an average are available on demand. You can choose videos and download from the available huge library of content at 'BSNL LIVE'. The categories of content varies from astrology, recipes/ cookery, entertainment, cricket to beauty tips/ clips, comics/ animation, Movies and Movie trailers, Music, Multimedia games and wallpapers, and other different tones/tunes . In addition to the above, more and more categories of video clips will be added to suit every taste and choice.
- **Music:** Full track song download: You can download full track audio songs of your choice through 'BSNL LIVE'.
- **Games:** Various Categories of Games viz . Regular (Simple & premium) and branded multiplayer games are available. You will be able to view games that are compatible with your handsets, thus you need not to worry about compatibility of games. You would be required to pay the charges at the time of downloading a game.
- **Wallpapers, Ringtones & Comics** are other exciting services offered by BSNL LIVE.
- **SBI mobile banking** One can also download and access mobile banking application i.e SBI Freedom.
- **Popular links** of social networking sites **Facebook, Orkut and MIG 33** are also available in the BSNL Live.

Access to above services is recommended for 3G Subscribers for better experience but other content viz . Wallpapers, Themes, Screen savers, Ring-tones etc. can be used / downloaded by all the GSM subscribers.

Question 4 . How can I access BSNL LIVE?

Before accessing 'BSNL LIVE' you must ensure you have the appropriate settings on your mobile. You may get these settings in following ways:

- All the settings required to access 'BSNL LiVE' & availing different services on 'BSNL LiVE', will be pushed to your handset by BSNL.
- You can also ask for the settings by sending **MAKE space MODEL** of your handset to 58355 by SMS e.g. **Nokia N79** to 58355 . After you send the SMS you will in response get several settings on your handset viz. 'BSNL LiVE', 'bsnlstream' etc.
- You may also call BSNL Customer Care Center (1503) to know the settings. Once you get all the settings, you have to save all of them. Out of these several settings the one pertaining to 'BSNL LiVE' (will appear as 'bsnllive'), should be saved as default.

Question 5. I tried the setting through SMS and Website but it didn't work. How do I manually configure the "BSNL LiVE" setting?

Manual setting for "bsnllive" & "bsnlstream" are as follows:

Setting Type	GPRS WAP (Settings Required for Accessing BSNL LiVE Portal)	GPRS STREAM (Settings Required to Watch HelloTV, Movies and other Streaming content)
Connection Name	BSNL LIVE	BSNLSSTREAM
Data Bearer	GPRS	GPRS
Access Point Name (APN)	BSNL LiVE	bsnlstream
User Name	Nil	Nil
Prompt Password	No	No
Password	Nil	Nil
Authentication	Normal	Normal
Homepage	http://bsnllive.in	
Phone IP Address	Automatic	Automatic
Name Server	Automatic	Automatic
Proxy Serv. Address	10.220.67.131	None
Proxy Port Number	8080	

Question 6. How do I get BSNL LiVE bookmark on my mobile.

Send “bsnlive” to 51010 to get the BSNL LiVE bookmark and TV to 51010 to get the live mobile TV bookmark.

Question 7 . Do all handsets support BSNL LiVE & BSNLStream?

- Any handset with WAP 1.2 browsing capability can be used to access 'BSNL LiVE' Portal.
- For BSNL Stream The hand set should be able to support RTSP streaming (video player supported).

Question 8 . Can I use any phone handset to use BSNL LiVE service?

Yes, if your handset is GPRS capable and activated for GPRS service. However, only services compatible to your handset will be visible to you. And in case of watching Hello TV/Movies you need a video player supported handset.

Question 9. Do I need to have a 3G connection for accessing BSNL LiVE and availing services like Video on Demand, Movies streaming, Live TV (Hello TV) streaming Games, Full track download?

'BSNL LiVE' can be accessed by all GSM (2.5 G and 3G) subscribers. However the Hello TV, videos, movies and full track songs and multiplayer games are heavy on data and to access these services you need to have a 3G connection, else your experience will be greatly reduced and the downloads for audio and video clips will take longer time.

Question 10. Is there any other specific requirement to watch LIVE TV (Hello TV) on user handset?

Your handset must have "BSNL Stream" setting & it should be Video player supported.

Question 11. How to watch Hello TV (Live TV) channels on BSNL LiVE?

All you need is a GPRS enabled handset that is capable of playing video clips, Go to BSNL LiVE home page, Click Hello TV & subscribe for Single channel pack or Combo Pack offer.

Before going to the Browser ensure the BSNLStream settings are installed in your handset

Question 12. What is a single channel Pack & Combo Pack Offer?

These are two Plans a user can choose. Single channel Pack is available on daily, weekly and monthly plan of a single channel subscription for Rs.10, Rs.20, Rs.30/50 respectively.

Combo Pack is a combination of 30 channels for just Rs.150.

Question 13. What are the different channels we can watch on Hello TV?

Hello TV offers you an exciting assortment of over 50 channels that range from News to Entertainment, movies to music in addition to channels according to your regional preferences.

Some of the channels available are listed below. Please note that regional channels are available in relevant regions only. Also note that this list is indicative only. Please visit BSNL LIVE portal for a detailed of channels available in your zone.

Star News	Manoranjan TV
Aaj Tak	24 Ghanta
DD Sports	ETV Bangla
CNBC Awaaz	ETV Oriya
CNN IBN	Star Mazha
ZOOM	Mi Marathi
B4U Movies	TV 5 Telugu
B4U Music	Sakshi TV
Times NOW	Raj News Telugu
ETC Punjabi	Vissa
Mahuaa	SS Music
UTV Bindaas	Raj Music
Sahara One	Raj Music Kannada
Sahara Filmy	Gemini Music
Sahara Samay	Udaya TV
PTC	Udaya Movies
ETV Bihar	Sangeet Bhojpuri

BSNL LIVE

Audios & Wallpapers

Games Paradise

Play Action 3D Games
Puzzle Games Unlimited

TV Hello TV WATCH LIVE

Movies

Music

Videos

Games

Wallpapers

Ring tones

PL 2010 SPECIAL

Pick of the day

Hot Favourites !!

Released New Released
Come Release Babes

MEGA MOVIE OFFER
3 MOVIES FOR Rs 99 only
[Watch Now](#)

Utilities

SEI PoodaM
Mobile Banking
Applications
[Download Now!](#)

Prince Movie Songs

Pathala Movie Songs

Shapit Movie Songs

Latest Song Videos

Hot & New !!!

Revathi Melodis
One Aantak Wallpaper
International Music
Hindustani & Hansi Tan And Ghazal
Bollywood, Tollywood, Dadas, Poo
Mama Ya Mama &
His Other 100 His Ghazal
His And Her Songs
Bollywood Movie Wallpapers
Love Video songs
A.R. Rahman, Serial, Thriller
Dance, Hindi, Photoshoot

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BSNL LIVE

TV Hello TV

Single Channel Pack

Combo Pack Offer

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BSNL LIVE

TV Single Channel Subscription

News

Entertainment

Music

Sports

Devotional

TV Hello TV Menu

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BSNL LIVE

TV Single Channel Subscription

CNNIBN

IBN7

P7 News

Headlines Today

Aajtak

DD News

India TV

Aajtak's Test

NewsX

CNBC Tv18

CNBC Awaaz

24 Ghanta (Bangla)

Kolkata TV (Bangla)

Mahara News (Bhojpuri)

IBN Lokmat (Marathi)

Saahas News (M.P.)

Saahas News (Bihar)

PTC News (Punjab)

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TV Hello TV Menu

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BSNL LIVE

TV Single Channel Subscription

Watch Aajtak Live
Enjoy for 1 Week unlimited
Price: INR20.00 (includes INR0.00 VAT) [Download](#)

Watch Aajtak Tv
Enjoy for 1 Month unlimited
Price: INR50.00 (includes INR0.00 VAT) [Download](#)

Watch Aajtak Channel
Enjoy for 1 Day unlimited
Price: INR10.00 (includes INR0.00 VAT) [Download](#)

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BSNL LIVE

TV Combo Pack of 30 Channels

B4U Music

ETC

Mal

PTC Chakda (Punjab)

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TV Hello TV Menu

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BSNL LIVE

TV Combo Pack of 30 Channels

News

Entertainment

Music

Sports

Devotional

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TV Single Channel Subscription

Aajtak (3G)

Aantak (2G)

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BSNL LIVE

Watch 30 Channels for 1 month
Enjoy 30 Channels Combo Pack
Unlimited (Validity 1 Month)
Price: INR200.00 (includes INR0.00 VAT) [Download](#)

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BSNL LIVE

TV Combo Pack of 30 Channels

B4U Music (3G)

B4U Music (2G)

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Question 14. What is Video on Demand and how will I be charged for the video I choose?

Video on Demand allows you to choose your favorite video clips out of hundreds available on 'BSNL LIVE'. The price of an individual Video will be based on its type and it may vary from one video to another. The price of individual videos range from Rs.5/- to Rs. 20/- while a full length movie is priced at Rs. 40/-.

For each video the price will be displayed when you click on it to purchase. You will have to agree to the price of the video before the video download begins. But the deduction from your account will happen only after a successful download.

Question 15. What is Welcome Screen and Main Menu?

This is home page of 'BSNL LIVE' which is as below:



Question 16. How is BSNL LIVE WAP portal different from other WAP portals?

BSNL LIVE is the first 3G WAP portal that offers features that are not available on any other WAP Portal. Features and services like Live TV direct streaming, Movie on Demand, Unlimited 3G Games, Full length Audios, Video on Demand, Ringtones-True-tones & Poly-tones make BSNL LIVE completely unique.

Question 17. Are there any special Offers available on BSNL LIVE & Do we get new content on Festivals/Occasions?

Special offers like wallpapers @ Rs5, Audios @ Rs5, Games @Rs 35, Video on demand @ Rs 10 are available during the festive season. A regular and consistent update by the BSNL team allows you to access content that is fresh and the latest.

Some Zones are shown in the following screen shot:

BSNL LIVE

Download **Wallpapers**

Gift Rakhi Greetings, Songs to your Loved Ones..

 **Virtual Rakhi**
Vibrant Rakhis..
[View All](#)

 **Rakshabandhan Songs**
Chanda Re Mere Ehaiya Se Kehna...
[View All](#)

 **5 Songs @ Rs.20**
Ye Rakhi Kache Dhaage Se..
[View All](#)

 **Rakshabandhan Videos**
Meri Belna Deewani hai...
[View All](#)

 **Bum Bum Bole @Rs.25**
Touching Story between Brother & Sister
[Watch Now](#)

Audios | Movies | Wallpapers | Videos

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BSNL LIVE

Movie Zone

Kajraare | Kites | Dabangg
Lamhaa | Raavan | **Anjaana Anjaani**

 **Anjaana Anjaani Songs**
Aas Paas Hai Khuda-Uphugged..
[Check All](#)

 **Anjaana Anjaani Wallpapers**
Ravishing Priyanka ..
[Check All](#)

 **Anjaana Anjaani Polytones**
Anjaana Anjaani..
[View More](#)

 **Anjaana Anjaani Truetones**
Hairat Hai Hairat..
[View More](#)

Wallpaper Zone | Video Zone | Music Zone

Home | My Account

BSNL LIVE

 **Top 5 Songs @ Rs.20**
Once Upon A Time in Mumbai,
Aashayein, Peepli-Live..
[View All](#)

 **Bollywood Video @ 10**
Hey Baby-Baby Food..
[View All](#)

 **Movie @ Rs-25**
Omkkara
[View All](#)

 **Bollywood Video @ 5**
A Busy Girl Priyanka Chopra In Great Demand..
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BSNL LIVE

MUSIC ZONE

Hot & New | All Songs | Top Songs | Genres |
Top Artist | Regional | Search

 **Top Hindi Pop Artist**
AR Rahman, Mikah, Alisha..
[View All](#)

 **Top Bollywood Artist**
Sonu Nigam, Sreya Ghoshal..
[View All](#)

 **Top Bangla Artist**
Roopam Islam, Chandrabindu..
[View All](#)

 **Yaaran De Sirran Te**
DOWNLOAD ➔

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Karthik Calling Karthik

BSNL LIVE

Karthik Calling Karthik

KARTHIK Download Exciting Wallpapers Now!!

Get full Songs of Karthik Calling Karthik **Download Now !!**

Synopsis

Karthik Calling Karthik is the story of an introvert called Karthik, played by Farhan Akhtar, whose life changes with the help of someone who also claims to be Karthik.

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IPL - 2010 Zone

BSNL LIVE

IPL-3 Cheerleaders
Deccan Damsel,Kolkata Babe In Action...
[View all](#)

IPL2010 Games
Play With KKR...
[View more](#)

IPL2010 Wallpapers
Rajasthan Royals 2010...
[View more](#)

IPL2010 Videos
Shuja-Halla Bol...
[View all](#)

IPL2010 Ringtones
Chennai Super Kings Theme...
[View more](#)

Home My Account

Valentine Zone

BSNL LIVE

Valentines Zone

Hot & New All Search

Romantic Videos
All Izz Well -3idiots
Tum Mile - Tum mile
Chiggy Wiggy -Blue
[Play now](#)

Games
Play Cupid
The axe effect game
[Play now](#)

Romantic Movie
Ru Ba Ru
Starring: Randeep Hooda & Shahana Goswami
[Play now](#)

Wallpapers
Red hearts and flowers
Valentine Wallpaper
Red Roses
[View all](#)

Valentine Ringtones
Day special
Nodavalu Lovely
Ninna Nodalento
[Download](#)

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Ram Nabami Zone

BSNL LIVE

Ramayana Videos
Aahi Biddhi Khoja...
[View all](#)

Ram Bhakti Sagar
Dada Ek Ram - Arup Jalota
[View more](#)

Sri Ram Wallpapers
Ahmighaty Ram,Ram Blessing All...
[View more](#)

Ram Nabami Polytone
Aanjan Ek Putra Maruti...
[View all](#)

Ram Nabami Truetone
Ayodhya Chale Sri Ram...
[View more](#)

Home My Account

Question 18. How can I use these services/how can I download a song, video or a wallpaper ?

Process for downloading is similar for all categories and are self explanatory on 'BSNL LIVE'. For your reference it has been explained here pictorially for videos:

- It is the home page view; now click on the link you wish to explore. In this case videos.
- The above click opens the category view within Videos. Based on your interest you can explore further. For example you move to Bollywood videos category.
- This list gives you various contents grouped under the Bollywood video section. You need to choose one video out of many.
- Once you click on a video it opens a dedicated page to the selected content. You click on the Buy tab.
- 'A click on the 'Buy' tab displays the price of the content. By clicking on the download link you finally give your consent to buy the content and content download starts. Once the download is complete the amount is deducted.

Flow is indicated in the following page:

BSNL LIVE

Audios & Wallpapers new

Gamers Paradise

[Play](#) [Action](#) [3d Games](#)
[IPL2010](#) [Games](#) [Unlimited](#)

tv) Hello TV **WATCH LIVE**

[Movies](#)

[Music](#)

[Videos](#)

[Games](#)

[Wallpapers](#)

[Ringtones](#)

IPL 2010 SPECIAL
 Videos | Ringtones | Wallpapers

Pick of the day new

Hot Favourites !!

[Bollywood](#) [New](#) [Hollywood](#)
[Divas](#) [Releases](#) [Eases](#)

MEGA MOVIE OFFER
 3 MOVIES FOR Rs 99 only
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Utilities

SBI Freedom
 Mobile Banking Application
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[Prince Movie Songs](#)

[Pathala Movie Songs](#)

[Shaapit Movie Songs](#)

[Latest Song Videos](#)

Hot & New !!!

[Evergreen Melodies](#)

[Cute Animals Wallpapers](#)

[International Music](#)

[Houseful & Hum Tum Aur Ghost](#)

[Beautiful Tarasree Duttu Pics](#)

[Mital Ve Mital & Na Ghar Ke Na Ghat Ke](#)

[Hide And Seek Songs](#)

[Bengali Movie Wallpapers](#)

[Love Video songs](#)

[A R Rahman Special Tracks](#)

[Gorgeous Model Photoshoot](#)

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MUSIC ZONE

[Hot & New](#) [All Songs](#) [Search](#)

Navratri Songs
 Chalo Pelega Patye Deedar Ma De...
[Play Now](#)

Bangla Band Dhoom
 Hanchhans Fossile Judi Balo He-chandrabindu...
[Play Now](#)

Top Ten Countdown
 Tu Jene na-APGH, Bebe-Kamboddit Ishq, Aal
 Im Wall-3 Ishots
[Play Now](#)

Paathshaala Songs
 Paathshaala-Theme, Teri Marni Aye Khuda
[Play Now](#)

Prince Audios
 Aa Bhi Ja Sunam Jyara Jyara...
[Play Now](#)

Old Classics
 Aashkon Mein Kya Jeel, Ae Phoolon Ki Rani,
 Raat Kahi Ek Khwab Mein ...
[Play Now](#)

A. R. Rahman Special
 Chal Chhayan, Ho Ja Fangeela, Marti ki
 Paathshala ...
[Play Now](#)

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BSNL LIVE

MUSIC ZONE

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Old Classic Songs Category [2 / 45]

O Hansini Mere Hansini Kahan Udu Chahi - Kishore Kumar
[Buy](#)

Phoolon Ka Tara Ka - Kishore Kumar
[Buy](#)

Raat Kahi Ek Khwab Mein Aai - Kishore Kumar
[Buy](#)

Rena Kabhi Nahin Rena - Kishore Kumar
[Buy](#)

Reep Tera Mastana - Kishore Kumar
[Buy](#)

Yeh Jo Mohabbat Hai - Kishore Kumar
[Buy](#)

Aa Bhi Ja Mere Sunara - Preeti Sagar
 From Jhoom Lo . Jan Utha Lo
[Buy](#)

Aa Ja Tu Aa Ja Aji Na - Usha Mangeshkar/Kishore Kumar/Chorus
 From Jhoomro / Chalti Ka Naam Gadi
[Buy](#)

Aa Jaan E Wafa - Geeta Dutt
 From Etoole Eise Geet
[Buy](#)

Aa Meri Jaan - Lata Mangeshkar
[Buy](#)

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BSNL LIVE

Aa Meri Jaan
 For Downloading
 1 Exclusive Audio
 Price: INR15.00
 (includes INR0.00
 VAT) [Download](#)

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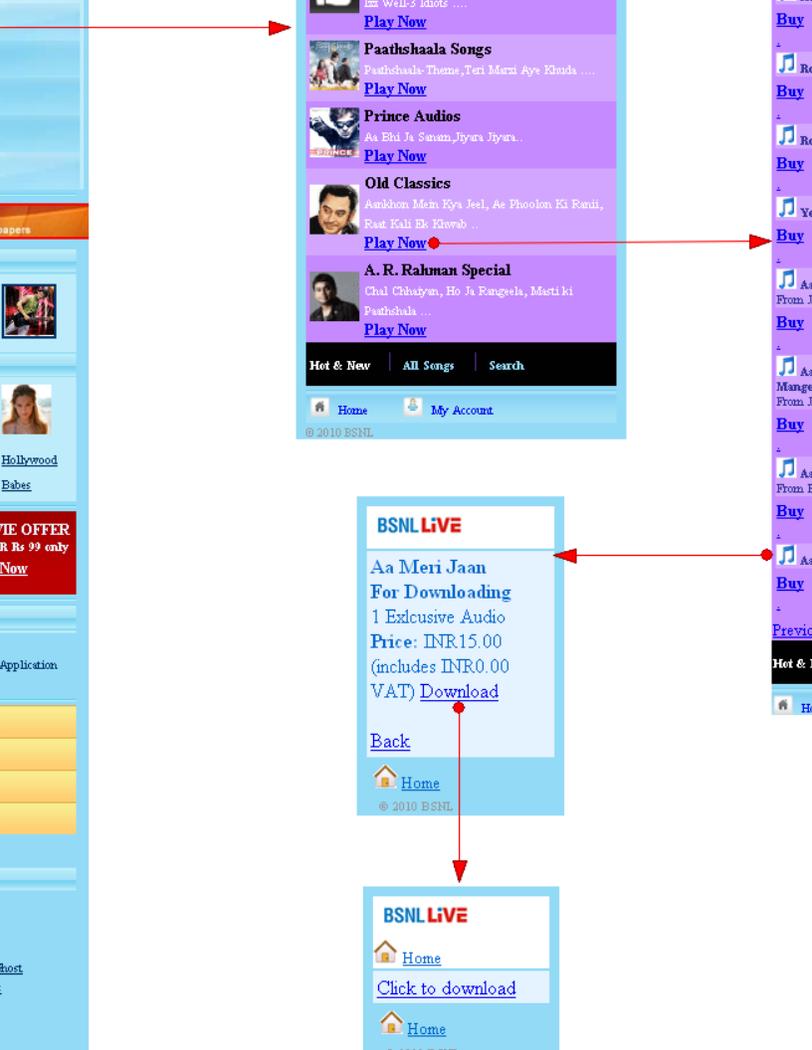
BSNL LIVE

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Question 19. Where can I get the list of Games & Music available for download ?

On 'bsnlive' Welcome WAP page you will find categories for Music and Games. Clicking on any one of these will provide you with the list of games or music which are compatible with your handset and is available for download.

Question 20. What is a video/movie streaming? How it is different from video clips download?

Streaming video/movie is content sent in compressed form over the Internet in a continuous stream and displayed to you on your mobile device in real time without getting stored in your mobile. The streaming content (Movie) can be viewed in a fixed time window i.e. whenever it is being streamed; whereas a downloaded video can be viewed at any point of time after download and any number of times.

For a streaming movie you have to remain connected to the network during the playtime of the movie. Streaming is good to view large video files as the same cannot be stored on the available limited memory of mobile. In case of streaming the content charges shall be deducted at the start of streaming.

Question 21. Do I need to view the full movie at a stretch or am I allowed to take breaks ?

The movies are streaming content; which is not allowed to be downloaded. For your convenience BSNL splits the movies in suitable 2-6 parts of 20-30 minutes each. You can view one part at a time by clicking on each part of movie one by one. However you should finish viewing all parts of the movie in specified allotted time which is 48 hours at present. The charges of the movie will be deducted only once, at the start of first part. It is not necessary to watch the parts sequentially. These parts can be viewed randomly and also repeatedly in the allotted time.

Question 22. What are the advantages of using BSNL LIVE?

You get an access to the latest and best collection of a complete range of categories, be it videos or tones, movies or music and devotional too.

Question 23. Is BSNL LIVE available on both post paid and prepaid ?

The service is available to all GSM (2.5 G & 3G) subscribers of BSNL whether Postpaid or prepaid.

Question 24. What if I receive a call or an SMS while a download is in process?

When one receives a call or an SMS during the download/streaming following happens:

- In case of Streaming

2G subscriber – Session breaks. Subscriber will have to start the streaming from beginning

3G subscriber – Streaming pauses and resumes after the call/SMS

- In case of Video on demand

2G subscriber – Download pauses and resumes after the call/SMS

3G subscriber - Download pauses and resumes after the call/SMS

Question 25. What if my GPRS connectivity breaks at any point while using BSNL LIVE services ?

If the GPRS connectivity breaks at anytime during executing any operation then an appropriate error message such as 'Network Connection Failed' will be displayed and you will be prompted to 'Try again'.

Question 26. What if my phone gets switched off or I move out of the network area or I move from 3G area to 2.5 G area during download from BSNL LIVE?

Until you have a successful download no money is deducted from your account. In such a situation when you come back into the network area, you can retry for your content. If you move from 3G area to 2.5G area the download speed will reduce to the speed of a 2.5 G network. Download/streaming continuity is defined in Question no. 17. In case of partial download/streaming the surfing/download charges shall be applicable.

Question 27. I have downloaded a song/video/wallpaper but I am not able to find it in my mobile or it is not opening?

For any issue as such please contact BSNL Customer Care Center. The call centre staff will help you with a solution for your issue in a minimum possible time.

Download file association and download of file into device handsets can sometime be saved to a folder which the user has previously moved his files to or downloaded content into.

Question 28. What happens if I lose my phone or if I change my mobile handset/device ?

You can start using the services as soon as you buy your new handset, new SIM and your handset is configured for GPRS & 'BSNL LIVE'.

Question 29. What are the charges for services at BSNL LIVE?

Whenever you want to buy/download any content the price will be displayed informing you about the same before you buy. The surfing/download charges for the content will be separate and as per your data plan.

CONTENT	PRICE
MOVIES OF ALL GENRES (FULL LENGTH)	Rs. 40 PER MOVIE
SONGS DOWNLOAD (FULL TRACK MUSIC)	Rs. 15 PER SONG
GAMES (SINGLE PLAYER AND BRANDED MULTIPLAYER)	BASIC – Rs.35 PER DOWNLOAD PREMIUM – Rs. 50 PER DOWNLOAD BRANDED / MULTIPLAYER – RS. 100 PER DOWNLOAD
WALL PAPERS & SCREENSAVERS	Rs. 10
HELLO TV (LIVE TV)	Rs. 10 PER DAY PER CHANNEL Rs. 20 PER WEEK PER CHANNEL Rs. 30 PER MONTH PER BASIC CHANNEL Rs. 50PER MONTH PER PREMIUM CHANNEL

	Rs. 149 PER MONTH – BOUQUET/COMBO PACK OF 30 CHANNELS
MOVIE STREAMING BUNDLE	Rs. 99 FOR BUNDLE OF 3 MOVIES
RINGTONES A. POLYTONE B. TRUETONE	Rs. 10 PER TONE Rs. 15 PER TONE
COMICS	Rs. 10 per day
VIDEO ON DEMAND	Rs. 20 PER CLIP /
MOVIE BASED ZONE A. FILM BUNDLE (a) PREMIUM (b) REGULAR B. ALBUM BUNDLE (FULL ALBUM DOWNLOAD)	Rs. 99 Rs. 49 Rs. 75
SUPER SAVER PACK -DISCOUNT ZONE A. TOP 5 SONGS B. BOLLYWOOD VIDEO C. SINGLE MOVIE	Rs. 20 FOR BUNDLE OF TOP 5 SONGS Rs. 5/10 PER CLIP Rs. 25 PER MOVIE

Question 30. Are there any charges for surfing on BSNL LiVE?

Yes, the data surfing/download charges will be applicable as per your subscribed data plan.

Question 31. Can I use BSNL LiVE while on roaming?

Yes you can use 'BSNL LiVE' while on roaming as long as you have an access to a 3G or a GPRS network without any change in the gprs/3G settings

Question 32. How can I unsubscribe any or all of the services using 'BSNL LiVE'?

You can view your subscriptions through 'MyPage' option on 'BSNL LIVE'. To unsubscribe any Value Added Service you will have to click on the individual subscribed service and choose the 'unsubscribe' option. However it is recommended that you benefit from the pack till the validity of the subscription ends as the subscription will not automatically renew unless you purchase a new pack again.

Question 33. Is it a must to have 3G connection to avail the services mentioned above?

3G Connection is advisable to experience Video on Demand, Movie streaming, Full track song download and multiplayer games as 3G will help in better browsing and better user experience. So why wait? Migrate to 3G to now and experience the thrill.

Question 34. Will I face any problem of settings in case I want to go for any of the services?

There are no settings required for these services except Hello TV where you need 'bsnlstream' setting You just need to subscribe to GPRS/3G Service and ensure appropriate GPRS/3G settings are on your handset. **.(Detailed steps given in FAQ no.12.)**

Question 35. What are the handsets supported by BSNL LIVE Services?

The handset should be capable of accessing WAP/GPRS enabled services. For videos, the handset should support video protocols like RTP and have an inbuilt real player.

Some of the services (videos/ Games etc.) will not be visible to you if your handset is not capable of supporting these services. Only those services which are supported by your handset will be visible to you from 'BSNL LIVE'.

Question 36. What are the services suitable and recommended to me if I am a 2G subscriber?

You may use services like Hello TV & movies however the streaming speed may not be good and services which are not video intensive like ring tones, wall papers, simple games, etc are very good for 2g subscribers.

Question 37. What is the difference between BSNL LIVE and SAFARI/GALAXY portals of BSNL?

While the SAFARI/GALAXY portal provides only the content suitable for 2G / 2.5G subscribers viz. ring tones, wall paper, simple games etc. 'BSNL LIVE' will provide additional contents suitable for 3G subscribers viz. more than 50 Live TV channels streaming , Movies, Video on demand, Video streaming, Multiplayer Games, Full track music downloads etc.

Question 38. How do I reach BSNL Customer care?

You can reach BSNL Customer care at

Zone	Toll Free	Other
North	1800-180-1503	094160-24-365
East	1800-180-1503	094340-24-365
West	1800-180-1503	094220-24-365
South	1800-180-1503	094000-24-365