

Frequently asked questions on new Broadband Services

1. Can existing modem be used for broadband connection?

Most of the modems used for Internet are dial-up modems. They cannot be used for broadband connections. Broadband connections require special ADSL Modems. These modems are available from MTNL and can also be purchased from market. A list of supported modems is available on website.

2. What types of ports are required on Computer for connecting the ADSL Modem?

The ADSL Modem has an Ethernet Port and USB Port for connectivity to computer. Either of the ports can be used for connection. The availability of either of these ports should be confirmed before registering the Broadband connection.

3. Whether Broadband is possible in Garuda FWT/P?

Broadband is currently not possible in Garuda FWT/P as the required bandwidth is not supported in the system.

4. Whether service will available in all technology Exchanges & in all RSU/RDLU Exchanges?

The service will be available from all exchanges of MTNL progressively.

5. Whether customer can use any ISPs email ID?

Customer can use any of the web based mail services, however the use of SMTP server is ISP Policy dependent and should be clarified from the email service provider.

6. Whether Static IP on broadband connection is available?

Yes static IP will be available at extra charges.

7. Whether Internet to ISD telephony is available? If Yes, How?

Yes Internet to ISD telephony would be possible using the MTNL BOL-ANMOL calling cards on a Multimedia supported Computer.

8. Whether Broad Band is possible in DID/DOD lines?

Broadband connections are possible from MTNL wire centers. If the DID / DOD lines are working on E1 basis, then it may not be possible to extend connections.

9. If customer opts for annual subscription, how will the free down load be counted & how the billing will be done?

In the case of annual subscription free download will be counted on monthly basis with no carry over to respective month. Billing will be monthly for extra usage.

10. What is the average download of data per hour in case the connection is used for surfing as well as downloading?

Average download of data would be about 100 MB per hour on connection supporting speeds upto 256 kbps.

11. Can cyber café / PCO holder avail this service?

Yes, cyber café/PCO holder can also avail this service.

12. How user will know about his usage?

The usage can be monitored by keeping track of data flowing through the Ethernet Port / USB Port. Also, using some software tools track of usage can be kept. The usage records shall also be displayed on website.

13. Whether surfing of sites is counted as download? What is meant by unlimited Hours in tariff plan?

Yes, surfing of sites is also counted as download. By Unlimited hours it is meant that the connection can be used for any length of time during the month. The charging will be based on the amount of data downloaded. Any data, which is coming to the PC through Triband (ADSL) Modem is download.

14. Where customer has to contact for any failure of connections or service related complaints?

Customer can book the fault in XXXX 2198 where “XXXX” belongs to exchange level.

15. If free Download is not used in a particular month, Is it carried forward to the next month?

Free download is to be used in the month. This shall not be carried forward.

16. If customer doesn't want to use our any landline Plan, What will be the charges for Broadband?

The broadband services are available to MTNL landline customers only.