

## PREPAID COMBO PACK- FAQ

### 1. What is prepaid Combo pack?

This package will provide Mobitel Prepaid customers to opt in for a bundle package and use voice and SMS services while they are roaming.

Package details;

Proposed package price USD	Bundle		
	Minutes (direct) Incoming/Outgoing	SMS (direct) Outgoing	Validity period
\$ 1	10	10	24 hrs

### 2. What is the total package amount with TAX

USD (\$) rate is pertaining to the average rate taken from Central bank for respective month plus 30.15% TAX. Total package amount with TAX will be approximately Rs.196/=

### 3. Who can activate this package?

Only prepaid customers are eligible to activate this package

### 4. Can I activate the package in Sri Lanka?

No. This can only be activated while roaming via #999#

### 5. How to activate/deactivate this package?

[How to Activate](#)

1. Dial #999#
2. Select option 1. Activation
3. Select option 6. Roaming plan
4. Select option 3. Prepaid roaming plans
5. Select option 3.-Prepaid combo pack

[How to deactivate](#)

Customer cannot deactivate this package, once the entitled minutes, SMS (one of the service or both services are over) of the services are over customers will be charged for standard roaming rates.

### 5. Can I activate multiple bundle packages at the same time?

Yes. Bundle gets accumulated when multiple activations are done

### 6. What is the validity period of this package?

From the time of activation, package is valid for 24 hrs . E.g. If I activate the package today at 11.00 am, package is valid till following day 11.00 am

### 7. What countries are prepaid bundle plan available?

	Country
1.	Australia
2.	Canada
3.	China
4.	France
5.	Hong Kong
6.	Italy
7.	Japan
8.	Kuwait
9.	Malaysia
10.	Qatar
11.	Singapore
12.	Thailand
13.	UAE
14.	UK
15.	USA

### 8. How do I get charged after I complete using the bundle?

You will be charged for standard roaming rates after full utilization of the bundle.

E.g. I use 10 minutes and 20 SMSs are left without using. How does the customer get charged?

Customer will get charged for standard roaming rates for 10 SMSs

### 9. Do I receive any notification message when I activate this package?

Yes. Two SMSs are received to the customer.

Activation

SMS 01- Dear Customer, USD <1> roam bundle plan has been successfully activated. Package will expire on <Validity time/day>.Please restart device to complete.

SMS 02 - Package entitlement for USD 1 plan: 10 min, 10 SMS. If you don't subscribe for another bundle, you will be charged standard roaming rates.

After the bundle full utilization

SMS: Dear Customer, your package entitlement of 10 min, 10 SMS has been utilized & you will be charged for standard roaming rates. Dial #999# to subscribe for another bundle.

