

# FAQ –Free 4G Wi-Fi Router Offer

## 1. What is the free 4G Wi-Fi Router offer?

Customers now have the opportunity to get a 4G Wi-Fi router free of charge or at a special rate from Mobitel when they subscribe for a selected Post-Paid internet package.

Customer can choose a device model and go for any given post-paid connection under the mentioned scheme.

### Upfront Payment according to the model & post-paid internet package

- Huawei E8372h 4G WiFi Wingle

Package	Contract Period	
	12 Months	24 Months
475	7,000/-	5,500/-
590	6,500/-	4,500/-
890	5,500/-	3,000/-
1290	4,500/-	1,000/-
1790	3,000/-	Free
2490	1,000/-	Free
3490	Free	Free
6490	Free	Free



- Huawei B310s 4G LTE WiFi Router

Package	Contract Period		
	12 Months	24 Months	36 Months
475	11,000/-	9,500/-	8,000/-
590	10,500/-	8,500/-	7,000/-
890	9,500/-	7,000/-	4,000/-
1290	8,500/-	4,500/-	2,000/-
1790	7,000/-	1,500/-	Free
2490	5,000/-	Free	Free
3490	2,000/-	Free	Free
6490	Free	Free	Free



- **Huawei E5573 4G LTE Mobile WiFi Router**

Package	Contract Period		
	12 Months	24 Months	36 Months
475	9,000/-	7,500/-	6,000/-
590	8,500/-	6,500/-	5,000/-
890	7,500/-	5,000/-	2,000/-
1290	6,500/-	2,500/-	Free
1790	5,000/-	Free	Free
2490	3,000/-	Free	Free
3490	Free	Free	Free
6490	Free	Free	Free



**2. What are the customer eligibility criteria for the offer?**

- Customer NIC outstanding should be zero
- Mandatory to provide two working contact numbers (preferred one land line)
- Should agree to capturing the image of the customer when purchasing the connection

**3. What are the required documents which customers should produce at the time of purchasing?**

12 Months Contract Period Customers	24 & 36 Months Contract Period Customers
Copy of customer NIC/PPT/Driving license	Copy of customer NIC/PPT/Driving license
<p>Last 03 months' bank statements or updated Savings pass book</p> <p><i>(last updated date need to be within a month from the connection date) - Customer monthly average income need to be equal or more than Rs.20,000/-</i></p> <p>Any document which can proves the customer minimum monthly income as Rs.20,000/- or more</p>	Salary slip – One from the last 3 months
Billing Proof – Mandatory water/electricity or SLT – the billing proof should be under the original customer's name who purchases the connection	Billing Proof – Mandatory water/electricity or SLT – the billing proof should be under the original customer's name who purchases the connection

**4. From where can these 4G Wi-Fi routers be purchased?**

These 4G Wi-Fi routers are currently available at selected Mobitel outlets. 4G Wi-Fi routers also can be delivered to any location on request.

**5. What are the models of 4G Wi-Fi routers that falls under this offer?**

- Huawei E8372h Wi-Fi Wingle
- Huawei E5573 Mobile Wi-Fi router
- Huawei B310s Wi-Fi router

**6. What are the standard selling prices of the said models?**

- Huawei E8372h Wi-Fi Wingle – Rs.9,000/-
- Huawei E5573 Mobile Wi-Fi router – Rs.11,970/-
- Huawei B310s Wi-Fi router – Rs.14,490/-

**7. What are the specifications of the 4G Wi-Fi routers?**

- Huawei E8372h Wi-Fi Wingle
  - Support up to 10 simultaneous users/ devices
  - Downlink speed up to 150Mbps
  - Uplink speed up to 50Mbps
- Huawei E5573 Mobile Wi-Fi router
  - Support up to 10 simultaneous users/ devices
  - Downlink speed up to 150Mbps
  - Uplink speed up to 50Mbps
- Huawei B310s Wi-Fi router
  - Support up to 32 simultaneous users/ devices
  - Downlink speed up to 150Mbps
  - Uplink speed up to 50Mbps

**8. What are the data packages customers can select along with the routers?**

- **Data packages tariff**

<b>Monthly Subscription Fee without Tax (Rs.) :</b>	<b>475</b>	<b>590</b>	<b>890</b>	<b>1290</b>
Free Bundle (GB) (09:00-00:00) :	2.5	4	7	10
Free Late night bundle (GB) (00:00-09:00) :	4	5	7	10
Excess Usage Charge on Data (Rs.) :	20 cents per 1MB	20 cents per 1MB	20 cents per 1MB	15 cents per 1MB
Refundable deposit (Rs.):	1,000	1,000	1,500	2,000
Connection Fee (Rs.) :	<b>Free</b>	<b>Free</b>	<b>Free</b>	<b>Free</b>

<b>Monthly Rental (Rs.) :</b>	<b>1790</b>	<b>2490</b>	<b>3490</b>	<b>6490</b>
Free Data Bundle (GB) :	14	20	28	55
Free SMS (M2M) :	200	200	200	200
Excess Data Usage Charges :	15 cents per 1MB	15 cents per 1MB	15 cents per 1MB	15 cents per 1MB
Refundable Deposit (Rs.) :	2,500	3,500	4,500	6,500
Connection Fee (Rs.) :	<b>Free</b>	<b>Free</b>	<b>Free</b>	<b>Free</b>
Associated Sub Lines :	1	2	4	6
Connection Fee/per Sub Line (Rs.) :	50	50	50	50

**9. Do the customers have to sign an agreement when purchasing the offer?**

Yes. Every customer should sign an agreement valid for a period of 12/24/36 months with Mobitel. Respective contract period will be applicable based on the selected model and the upfront payment.

**10. What will happen if any customer disconnects the connection within the contract period?**

Customer will get charged a penalty as per the selected package for the remaining months.

- **Huawei E8372h 4G WiFi Wingle**

Package	Contract Period	
	12 Months	24 Months
475	150.00	150.00
590	200.00	200.00
890	300.00	250.00
1290	400.00	350.00
1790	500.00	375.00
2490	650.00	375.00
3490	750.00	375.00
6490	750.00	375.00

- **Huawei B310s 4G LTE WiFi Router**

Package	Contract Period		
	12 Months	24 Months	36 Months
475	300.00	200.00	300.00
590	300.00	250.00	300.00
890	400.00	300.00	400.00
1290	500.00	400.00	500.00
1790	600.00	550.00	600.00
2490	800.00	600.00	600.00
3490	1,000.00	600.00	600.00
6490	1,200.00	600.00	600.00

- **Huawei E5573 4G LTE Mobile WiFi Router**

Package	Contract Period		
	12 Months	24 Months	36 Months
475	250.00	200.00	150.00
590	300.00	250.00	200.00
890	400.00	300.00	250.00
1290	450.00	400.00	350.00
1790	600.00	500.00	350.00

2490	750.00	500.00	350.00
3490	1,000.00	500.00	350.00
6490	1,000.00	500.00	350.00

**11. What can the customer do after completing the contract period?**

The Customer can either continue with the same package or have the option to change to any postpaid internet package available.

**12. Can package changes be done during the contract period?**

Yes. Customers are able to change their packages only to a higher monthly rental package by placing the required deposit. (Package downgrades are not allowed during the contract period)

**13. What is the applicable warranty period for 4G Wi-Fi routers?**

One year from date of purchase for manufacture defects.

**14. How can a customer get information on the 4G coverage?**

Customers are able to get the coverage details from Mobitel hotline (1717) or by visiting nearest Mobitel branch.

**15. What are the terms & conditions of this offer?**

- **Package rental and other usage related charges** are subject to Government taxes and levies
- Availability is based on stock levels at the respective location
- Customers have to keep a refundable deposit according the package
- Customers have to pay respective upfront payment (If apply)
- Customers should purchase the 4G Wi-Fi router and package at the same time.  
If a customer requires only the 4G Wi-Fi router he/she should pay the standard price for a 4G Wi-Fi router which has mentioned in question No. 06.
- Every customer should agree to sign the contract for a period of 12/24/36 months at the time of purchase
- Credit limit will be assigned based on the selected packages
- Credit limit auto enhancement will be allowed
- Package change only allowed for higher packages and deposit will need to be kept accordingly
- Ownership transfers not allowed during contract period