

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?

- Copy of customer NIC/PPT/Driving license
- Valid Billing Proof

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

| | | | | |
|---|------------------|------------------|------------------|------------------|
| Monthly Subscription Fee without Tax (Rs.) : | 475 | 590 | 890 | 1290 |
| 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.) : | Free | Free | Free | Free |

| | | | | |
|-------------------------------------|------------------|------------------|------------------|------------------|
| Monthly Rental (Rs.) : | 1790 | 2490 | 3490 | 6490 |
| 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.) : | Free | Free | Free | Free |
| 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 | 200.00 |
| 590 | 300.00 | 250.00 | 200.00 |
| 890 | 400.00 | 300.00 | 300.00 |
| 1290 | 500.00 | 400.00 | 300.00 |
| 1790 | 600.00 | 550.00 | 350.00 |
| 2490 | 800.00 | 600.00 | 400.00 |
| 3490 | 1,000.00 | 600.00 | 400.00 |
| 6490 | 1,200.00 | 600.00 | 400.00 |

- **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
- Subscriber mobile number cannot be changed during contract period