

PREPAID UNLIMITED DATA PACK – FAQ

1. What is prepaid unlimited data pack?

This package will provide Mobitel Prepaid customers to use unlimited data while they are roam.

Package details;

Proposed package price USD	Bundle			
	Data (MB)	Minutes (direct) Incoming/Outgoing	SMS (direct) Outgoing	Validity period
USD (\$) 5	Unlimited	0	0	24 hrs

2. What is the total package amount with TAX

Total package amount with TAX will be approximately Rs.800/= . Subject to change as per tax and exchange rate fluctuations

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, package will be automatically deactivated once the validity period (24 hrs) is over.

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

Activated package	USD (\$) 5 Unlimited data pack
USD (\$) 1 Combo pack	✓
USD (\$) 3 Combo pack	✓
USD (\$) 1 data pack	✓

Activated package	USD (\$) 1 data pack
USD (\$) 5 Unlimited data pack	✗

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)

Customer will be able to change countries within the validity period thus rental charged only once per day (24 hrs.)

7. What countries are prepaid bundle plan available?

#	Country	#	Country
1.	UAE	2.	Spain
3.	Singapore	4.	Indonesia
5.	Thailand	6.	Hong Kong
7.	Malaysia	8.	Switzerland
9.	Qatar	10.	Netherlands
11.	Denmark	12.	Saudi Arabia
13.	China	14.	Maldives
15.	India	16.	South Africa
17.	USA	18.	Canada
19.	UK	20.	Kenya
21.	Australia	22.	Kuwait
23.	Germany	24.	Vietnam
25.	Japan	26.	Russia
27.	Italy	28.	Belgium

#	Country	#	Country
29.	France	30.	Austria

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

Yes. Customer is notified via SMS on activation and of the package.