

PREPAID USD50 UNLIMITED MONTHLY DATA PLAN - FAQ

1. What is prepaid USD50 Unlimited data plan?

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

Package details:

Package Rental (USD)	Bundle	
	Data (MB)	Validity period
USD 50 + Tax	Unlimited	30 Days

2. Who can activate this package?

All Mobitel prepaid customers are eligible to activate this package

3. Where can I activate this package?

This package can be activated while in Sri Lanka or while roaming by dialing #999#

4. How to activate/deactivate this package?

How to Activate via #999#

- Dial #999#
- Select option 8. USD50 Unlimited Daily Data Plan
- Select option 1. Activation

How to deactivate

- Dial #999#
- Select option 8. USD50 Unlimited Daily Data Plan
- Select option 2. Deactivation

5. Do I need to activate this package again & again?

No. Once the package is activated, it will be automatically renewed after the validity period.

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

Yes.

Activation SMS:

Dear customer, USD50 Unlimited data package has been activated. Pkg bundles will be received upon sufficient balance. Pkg will be auto re-subscribed after the expiry of the bundle. If you do not wish to automatically re-subscribe to another bundle dial #999# to deactivate the plan. T&C apply.

7. Do I receive any notification message when I de-activate this package?

Yes.

De-activation SMS:

USD50 Unlimited data package has been successfully de-activated. Kindly note you will be charged for standard roaming rates.

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

1 st activated package	USD50 Unlimited data pack
USD1 Combo pack	✓
USD3 Combo pack	✓
USD1 data pack	✓
USD5 Unlimited data pack	✗

1 st activated package	USD1 data pack	USD5 unlimited data pack
USD50 Unlimited data pack	✗	✗

9. What are the countries where USD50 Unlimited Data package is available?

Country list is dynamic & hence please use below options for details:

- Use Mobitel website or Self-care App
- Call Mobitel roaming hotline 0714555555
- Email us at info@mobitel.lk

10. Special Points:

- Roaming connectivity of the users who stay in one destination continuously for more than 30 days can be suspended, restricted or terminated without any prior notification or liability to the customer as it violates roaming operator agreement.
- Speed of the Data roaming service may depend on the roaming country's network operator.