

PREPAID 1\$ COMBO PACK - FAQ

1. What is prepaid \$1 plan?

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

Package details:

Package Rental (USD)	Bundle		
	Minutes (direct) Incoming/Outgoing	SMS (direct) Outgoing	Validity period
\$1	10	10	24 Hours

2. Who can activate this package?

All 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

- Dial #999#
- Select option 1. Activation
- Select option 6. Data Roaming plan
- Select option 3. Prepaid data roaming plans
- Select option 3. Prepaid combo pack
- Select option 1.-USD 1 VOICE & SMS

How to deactivate

- Dial #999#
- Select option 2. Deactivation
- Select option 6. Data Roaming plan
- Select option 3. Prepaid data roaming plans
- Select option 3. Prepaid combo pack
- Select option 1. USD 1-VOICE & SMS

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

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

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

Yes. Bundle gets accumulated when multiple activations are done

7. What is the validity period of this package?

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

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 voice minutes.

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

Yes.

Activation

SMS 01- USD 1 roam combo pack has been successfully activated. You will automatically be re-subscribed to another bundle by the expiry of this package.

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.

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

Yes.

De-activation

SMS 01- USD 1 roam combo pack has been successfully de-activated. Kindly note you will be charged for standard roaming rates.

11. What countries are prepaid bundle plan available?

Plan available countries	Australia, Canada, China, Denmark, France, Hong Kong, India, Italy, Japan, Kuwait, Malaysia, Qatar, Singapore, Thailand, UAE, UK, USA
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