

PREPAID USD 3 Combo PACK - FAQ

1. What is prepaid USD 3 Combo Pack?

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

Package details:

Rental	Bundle		
	Min (direct)- incoming or outgoing	SMS (direct)	Data (MB)
USD 3	30	25	30

2. Who can activate this package?

All Mobitel prepaid customers are eligible to activate this package

3. Can I activate the package in Sri Lanka?

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

4. How to activate/deactivate this package?

Activation

Dial #999#

- Select option 1. Activation
- Select option 6. Roaming plan
- Select option 3. Prepaid roaming plans
- Select option 3. Prepaid combo pack
- Select option 3. USD 3 VOICE, SMS and DATA

De-activation

Dial #999#

- Select option 2. De-activation
- Select option 6. Roaming plan
- Select option 3. Prepaid roaming plans
- Select option 3. Prepaid combo pack
- Select option 3. USD 3 VOICE, SMS and DATA

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

Yes. Bundle gets accumulated when multiple activations are done

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

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

7. 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

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.

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

Yes.

Activation

SMS 01 - USD 3 roam combo pack has been successfully activated. You will be automatically be re-subscribed to another bundle by the expiry of this package.

SMS 02 – Package entitlement for USD 3 plan: 30 min, 25 SMS and 30 MB. You will be charged for standard roaming rates if not re-subscribe to another bundle.

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

Yes.

De-activation

SMS 01 - USD 3 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?

Country List	Australia, Canada, China, Denmark, France, Hong Kong, India, Italy, Japan, Kuwait, Malaysia, Qatar, Singapore, Thailand, UAE, UK, USA
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