

PREPAID 5\$ UNLIMITED DATA PLAN - 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:

Package Rental (USD)	Bundle			
	Data (MB)	Minutes (direct) Incoming/Outgoing	SMS (direct) Outgoing	Validity period
USD5 + TAX	Unlimited	0	0	24 hours

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

- Dial #999#
- Select option 1. Activation
- Select option 6. Roaming plan
- Select option 3. Prepaid roaming plans
- Select option 2. \$5 Daily data plan

How to deactivate

- Dial #999#
- Select option 2. De-activation
- Select option 6. Roaming plan
- Select option 3. Prepaid roaming plans
- Select option 2. \$5 Daily data plan

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

Yes.

Activation

SMS 01 - USD 5 Unlimited data plan has been successfully activated. You will be automatically be re-subscribed to another bundle by the expiry of this package.

SMS 02: Dear customer, if you do not wish to automatically re-subscribe to another bundle, dial #999# to deactivate the plan.

De-activation

SMS - USD 5 Unlimited data plan 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?

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	x