FAQ – Mobitel Surveillance Solutions (CCTV)

1. What does CCTV Mean?

CCTV stands for "Closed-Circuit Television" which is also knows as Video Surveillance for your home or business premise. This is the use of video cameras to transmit a signal to a specific place onalimited set of devices.

2. What is the Mobitel CCTV offer?

Customers now have the opportunity to purchase CCTV products from Mobitel including a Free 4G Wi-Fi router with connectivity. There are five packages that have been designed based on customer requirement.

This offer has two segments which allows customers to purchase only the CCTV packages or the CCTV packages along with 4G WiFi Router and connectivity.

3. What are the five packages and applicable pricing?

Package	**Description**	**Selling Price**
Package – 01 (**Starter Pack – 01 Cam**) *4010019ESFX* **•Free Mobitel 4G LTE Wi-Fi router (Huawei B310s)** **•Free Mobitel Postpaid SIM** •Internet packages from Rs.890/- or above	➢ 01 No. Analog High Definition IR Colour Bullet Camera (1080p) ➢ 01 No. Four (04) channel Analog High Definition DVR with 1TB HDD (1080p) ➢ Cabling charges: 100 meter Reel of co-axial **FREE** & Additional Cabling charges will be charged @ Rs.250/- per meter on measure and pay at site basis ➢ Free Labour for 100m Wiring (9am-5.00pm on weekdays) ➢ Travelling Charges will be on **Free Of Charge**	Rs.42,120.00 (Rs.3,900/- X 12 Months)
Package – 02 (**Home Pack – 02 Cam**) *4010020ESFX* **•Free Mobitel 4G LTE Wi-Fi router (Huawei B310s)** **•Free Mobitel Postpaid SIM** •Internet packages from Rs.890/- or above	➢ 02 Nos. Analog High Definition IR Colour Bullet Camera (1080p) ➢ 01 No. Four (04) channel Analog High Definition DVR with 1TB HDD (1080p) ➢ Cabling charges: 100 meter Reel of co-axial **FREE** & Additional Cabling charges will be charged @ Rs.250/- per meter on measure and pay at site basis	Rs.53,640.00 (Rs.4,967/- X 12 Months)

	➢ Free Labour for 100m Wiring (9am-5.00pm on weekdays) ➢ Travelling Charges will be on **Free Of Charge**	
Package – 03 (**Value Pack – 04 Cam**) *4010021ESFX* **•Free Mobitel 4G LTE Wi-Fi router (Huawei B310s)** **•Free Mobitel Postpaid SIM** •Internet packages from Rs.890/- or above	➢ 03 Nos. Analog High Definition IR Colour Bullet Camera (1080p) ➢ 01 No. Analog High Definition IR Colour Dome Camera (1080p) ➢ 01 No. Four (04) channel Analog High Definition DVR with 1TB HDD (1080p) ➢ Cabling charges: 100 meter Reel of co-axial **FREE** & Additional Cabling charges will be charged @ Rs.250/- per meter on measure and pay at site basis ➢ Free Labour for 100m Wiring (9am-5.00pm on weekdays) ➢ Travelling Charges will be on **Free Of Charge**	Rs.76,860.00 (Rs.7,117/- X 12 Months)
Package – 04 (**Smart Pack – 06 Cam**) *4010022ESFX* **•Free Mobitel 4G LTE Wi-Fi router (Huawei B310s)** **•Free Mobitel Postpaid SIM** •Internet packages from Rs.890/- or above	➢ 04 Nos. Analog High Definition IR Colour Bullet Camera (1080p) ➢ 02 Nos. Analog High Definition IR Colour Dome Camera (1080p) ➢ 01 No. Eight (08) channel Analog High Definition DVR with 1TB HDD (1080p) ➢ Cabling charges: 150 meter Reel of co-axial **FREE** & Additional Cabling charges will be charged @ Rs.250/- per meter on measure and pay at site basis ➢ Free Labour for 100m Wiring (9am-5.00pm on weekdays) ➢ Travelling Charges will be on **Free Of Charge**	Rs.109,710.00 (Rs.10,159/- X 12 Months)
Package – 05 (**Mega Pack – 08 Cam**) *4010023ESFX* **•Free Mobitel 4G LTE Wi-Fi router (Huawei B310s)** **•Free Mobitel Postpaid SIM** •Internet packages from Rs.890/- or above	➢ 05 Nos. Analog High Definition IR Colour Bullet Camera (1080p) ➢ 03 Nos. Analog High Definition IR Colour Dome Camera (1080p) ➢ 01 No. Eight (08) channel Analog High Definition DVR with 1TB HDD (1080p) ➢ Cabling charges: 200 meter Reel of co-axial **FREE** & Additional Cabling charges will be charged @ Rs.250/- per meter on measure and pay at site basis	Rs.121,950.00 (Rs.11,292/- X 12 Months)

	➢ Free Labour for 100m Wiring (9am-5.00pm on weekdays) ➢ Travelling Charges will be on **Free Of Charge**	

4. What is the applicable warranty period for the CCTV products?

Three years from the date of purchase for manufacture defects only.

5. How can customers get to know further details on the CCTV products?

Customers can call on 071 040 1717 for any CCTV product related queries or trouble shooting matters. Standard call charges apply.

6. Can customers view remotely on CCTV location at any given time?

Yes. Customers need to install **GoodEye** mobile app on their handsets. App can be downloaded via Android Play Store or Apple App Store. Standard data charges will be applied.

7. Can customers pay on installments basis to CCTV packages?

Yes. Installments schemes are available in following banks credit card holders

- HSBC
- Seylan Bank
- NTB (Amex)
- HNB
- Sampath Bank
- Standard Chartered Bank

8. What is the applicable connectivity offer for this CCTV offer?

- Free Mobitel 4G LTE Wi-Fi router (Huawei B310s)
- Free Mobitel Postpaid SIM
- Internet packages from Rs.890/- or above

9. Do the customers have to keep deposit when obtain the internet package?

Yes. Customers need to keep a refundable deposit based on the selected internet package

10. What is the model of 4G Wi-Fi router that falls under this offer?

- Huawei B310s Wi-Fi router (network locked to Mobitel)

11. What is the standard selling price of the said Wi-Fi router model?

- Huawei B310s Wi-Fi router – Rs.14,490/-

12. What are the specifications of the 4G Wi-Fi router?

- Huawei B310s Wi-Fi router
  - Support up to 32 simultaneous users/ devices
  - Downlink speed up to 150Mbps
  - Uplink speed up to 50Mbps

13. What are the data packages customers can select along with the CCTV connectivity offer?

- **Data packages tariff**

Monthly Subscription Fee without Tax (Rs.) :	**890**	**1290**
Free Bundle (GB) (09:00-00:00) :	7	25
Free Late night bundle (GB) (00:00-09:00) :	7	25
Excess Usage Charge on Data (Rs.) :	20 cents per 1MB	15 cents per 1MB
Refundable deposit (Rs.):	1,500	2,000
Connection Fee (Rs.) :	**Free**	**Free**

Monthly Rental (Rs.) :	**1790**	**2490**	**3490**	**6490**
Free Bundle (GB) (09:00-00:00) :	30	40	55	95
Free Late night bundle (GB) (00:00-09:00) :	30	40	55	95
Excess Data Usage Charges :	15 cents per 1MB	15 cents per 1MB	15 cents per 1MB	15 cents per 1MB
Refundable Deposit (Rs.) :	2,500	3,500	4,500	6,500
Connection Fee (Rs.) :	**Free**	**Free**	**Free**	**Free**
Associated Sub Lines :	1	2	4	6
Connection Fee/per Sub Line (Rs.) :	50	50	50	50

14. What are the required documents which need to be submitted to obtain the connectivity offer?

- A copy of customer NIC/Passport or Driving License
- Billing Proof – Mandatory water/electricity or SLT – the billing proof should be under the original customer's name who purchases the connection

15. Do the customers have to sign an agreement when purchasing the connectivity offer?

Yes. Every customer should sign an agreement valid for a period of 24 months with Mobitel.

16. What will happen if any customer disconnects the connection within the contract period?

Customer will get charged a penalty for the remaining months of the contract period.

Period: 24 Months	Rs.600/-

17. What can the customer do after completing the contract period?

The Customer can either continue with the same package or have the option to change to any postpaid internet package available.

18. Can package changes be done during the contract period?

Yes. Customers are able to change their packages only to a higher monthly rental package by placing the required deposit. (Package downgrades are not allowed during the contract period)

19. What is the applicable warranty period for 4G Wi-Fi router?

One year from date of purchase for manufacture defects.

20. What are the terms & conditions of this offer?

- **CCTV Offer**

    - All five packages prices are subject to government taxes and levies
    - Stock availability is based on stock levels at the respective location. Stocks can be transferred to nearest location on customer request
    - After sales service & warranty will be handled by one of Mobitel reputed supplier
    - All the CCTV product related queries can be solved only via 071 040 1717
    - Any additional charges which may occur need to be directly paid to the supplier
    - Installations will be done based on customer and supplier mutual agreement and Mobitel will not responsible for any damages or loses which may occur to customer premises
    - Warranty will be applied to manufacture faults only

- **Connectivity Offer**

    - ***Package rental and other usage related charges*** are subject to Government taxes and levies
    - Availability is based on stock levels at the respective location. Stocks can be transferred to nearest location on customer request
    - Customers have to keep a refundable deposit according the package
    - Customers should purchase the 4G Wi-Fi offer and CCTV package at the same time. If a customer requires only the 4G Wi-Fi offer, he/she should pay the standard price for a 4G Wi-Fi router and packages which has mentioned in question No. 11 &13
    - Every customer should agree to sign a contract for a period of 24 months at the time of purchase
    - Credit limit will be assigned based on the selected packages
    - Credit limit auto enhancement will be allowed
    - Package change only allowed for higher packages and deposit will need to be kept accordingly
    - Ownership transfers not allowed during contract period
    - Number change of the internet package during contract period is not allowed