

## 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					
	Outgoing (M2M)	Outgoing (M2O)	Outgoing (National)	Incoming	SMS	Data
USD 3 + TAX	40 Minutes	05 Minutes	05 Minutes	10 Minutes	10 SMS	100MB

### 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. \$3 combo pack

#### 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. \$3 combo pack

**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 after the validity period.

**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/ deactivate this package?**

Yes.

**Activation**

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

**SMS 02** - USD3 pack entitlement: 40 min (M2M) outgoing calls, 5 min (M2O) outgoing calls, 10 min incoming calls, 5 min calls within the roaming country, 10 SMS & 100 MB

**SMS 03** - You will be charged for standard roaming rates if not re-subscribed to another bundle

**SMS 04** - Dear customer, if you do not wish to automatically re-subscribe to another bundle dial #999# to deactivate the plan.'

**De-activation**

**SMS 01** - USD 3 roam combo pack has been successfully de-activated. Kindly note you will be charged for standard roaming rates.