

PREPAID USD 1 DATA PACK - FAQ

1. What is prepaid USD 1 Data Pack?

This package will provide Mobitel Prepaid customers to opt in for a data bundle and use ONLY DATA while they are roaming.

Package details;

Package price USD	Data bundle
USD 1	100 MB

2. What is the total package amount with TAX?

Total package amount with TAX will be approximately Rs. 160. Subject to change as per tax and exchange rate fluctuations

3. Who can activate this package?

Only prepaid customers are eligible to activate this package

4. Can I activate the package in Sri Lanka?

No. This can only be activated while roaming via #999#

5. How to activate/deactivate this package?

How to Activate

1. Dial #999#
2. Select option 1. Activation
3. Select option 6. Roaming plan
4. Select option 3. Prepaid roaming plans
5. Select option 1.- USD 1 data pack

How to deactivate

Customer cannot deactivate this package, once the entitled bundle is over customers will be charged for standard roaming rates.

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 hrs. E.g. If I activate the package today at 11.00 am, package is valid till following day 11.00 am

8. What countries are prepaid bundle plan available?

#	Country	#	Country
1.	UAE	16.	Spain
2.	Singapore	17.	Indonesia
3.	Thailand	18.	Hong Kong
4.	Malaysia	19.	Switzerland
5.	Qatar	20.	Netherlands
6.	Denmark	21.	Saudi Arabia
7.	China	22.	Maldives
8.	India	23.	South Africa
9.	USA	24.	Canada
10.	UK	25.	Kenya
11.	Australia	26.	Kuwait
12.	Germany	27.	Vietnam
13.	Japan	28.	Russia
14.	Italy	29.	Belgium
15.	France	30.	Austria

9. 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.

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

Yes. Customer is notified via SMS on activation and after the full utilization of the bundle.