

PREPAID 1\$ COMBO PACK - FAQ

1. What is prepaid \$1 plan?

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

Package details:

Package Rental (USD)	Bundle		
	Minutes (direct) Incoming/Outgoing	SMS (direct) Outgoing	Validity period
\$1	10	10	24 Hours

2. Who can activate this package?

Only prepaid customers are eligible to activate this package

3. Can I activate the package in Sri Lanka?

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

4. How to activate/deactivate this package?

How to Activate

1. Dial #999#
2. Select option 1. Activation
3. Select option 6. Data Roaming plan
4. Select option 3. Prepaid data roaming plans
5. Select option 3. Prepaid bundle plans
6. Select option 1.-USD 1 VOICE & SMS

How to deactivate

Customer cannot deactivate this package, once the entitled minutes, SMS (one of the service or both services are over) of the services are over customers will be charged for standard roaming rates.

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

Yes. Bundle gets accumulated when multiple activations are done

6. What is the validity period of this package?

From the time of activation, package is valid for 24 Hours. E.g. If I activate the package today at 11.00 am, package is valid till following day 11.00 am

7. 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.
E.g. I use 10 minutes and 20 SMSs are left without using. How does the customer get charged?
Customer will get charged for standard roaming rates for voice minutes.

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

Yes. Two SMSs are received to the customer.

Activation

SMS 01- Dear Customer, USD <1> roam bundle plan has been successfully activated. Package will expire on <Validity time/day>.Please restart device to complete.

SMS 02 - Package entitlement for USD 1 plan: 10 min, 10 SMS. You will be charged for standard roaming rates if not re-subscribed to another bundle.

After the bundle full utilization

SMS: Dear Customer, your package entitlement of 10 min, 10 SMS has been utilized & you will be charged for standard roaming rates. Dial #999# to subscribe for another bundle.

9. 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

10. 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