

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 Rental (USD)	Data bundle
USD 1	100 MB

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. 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.

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.

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> data pack has been successfully activated. Package will expire on <Validity time/day>.Please restart device to complete.

SMS 02 - Package entitlement for USD 1 data pack: 100MB. If you don't subscribe for another bundle you will be charged standard roaming rates.

After the bundle full utilization

SMS: Dear Customer, your package entitlement of 100 MB has been utilized & you will be charged for standard roaming rates thereafter. Dial #999# to subscribe for another bundle

9. What countries are prepaid bundle plan available?

#	Country	#	Country	#	Country
1	Albania	22	India	42	Pakistan
2	Australia	23	Indonesia	43	Philippines
3	Austria	24	Ireland	44	Poland
4	Bahrain	25	Israel	45	Portugal
5	Bangladesh	26	Italy	46	Qatar
6	Belgium	27	Japan	47	Romania
7	Bulgaria	28	Kenya	48	Russia
8	Cambodia	29	Korea South	49	Saudi Arabia
9	Canada	30	Kuwait	50	Singapore
10	China	31	Latvia	51	Slovenia
11	Croatia	32	Luxembourg	52	South Africa
12	Czech Republic	33	Macau	53	Spain
13	Denmark	34	Malaysia	54	Sweden
14	Estonia	35	Malta	55	Switzerland
15	Finland	36	Mauritius	56	Thailand
16	France	37	Mexico	57	Turkey
17	Germany	38	Nepal	58	UAE
18	Ghana	39	Netherlands	59	UK
19	Greece	40	New Zealand	60	USA
20	Hong Kong	41	Oman	61	Uzbekistan
21	Hungary	23	Indonesia	62	Vietnam