Enabling Mobitel Customer Transactions through a PIN– Frequently Asked Questions

1. **What is 'Enabling Transactions through a PIN '?**
    It is a process of implementing a 'paperless customer support system' by providing a PIN (Personal Identification Number) for Mobitel Post Paid individual subscribers.

2. **Who can register for this service?**
    All Post Paid individual customers can register for this service.
    Excludes – Pre Paid customers & corporate group packages

3. **How does the PIN will be used?**

    - Personal Identification Number (PIN) will be linked to the mobile number and the NIC, for the purpose of using as verification when transacting with Mobitel.

    - PIN consisting of six numerical characters will be issued to you for this purpose.

    - You are required to call the Hotline and request for the transaction to be processed.

    - Upon a verification of the PIN the transaction will be successfully processed.

4. **What are the transactions which can be accommodated through the PIN verification?**

    - Change of package
    - Change of billing address
    - Request for bill copy/copies
    - Request for detailed bill/bills
    - Temporary suspension on request
    - Activate detailed bill feature on bill

5. **How can I register for this service?**

   You can register for this service by simply dialing #171# from a Mobitel Post Paid connection.

   Step 01 – Select 'Register PIN '
   Step 02 – Enter NIC number
   Step 03 – Accept Terms & Conditions
   Step 04 – A PIN registration code will be sent to customer's mobile after 24 hours.

6. **What happens if I enter an incorrect NIC number?**

   You will be prompted to enter the correct NIC number& the PIN registration process will be restricted until the correct NIC is entered.

7. **How can I access the 'Terms & Conditions 'of this service?**

   Terms & conditions are posted on the Mobitel official website. The web link will be prompted on the USSD portal.

   Go to - www.mobitel.lk/auth-tc

8. **What happens if I does not accept the terms & conditions?**

   PIN registration process will be restricted.

9. **What is a 'PIN registration code'?**

   It is an initial six digit verification code sent to you, to be used when creating the actual PIN.

10. **When can I create the actual PIN?**

    You can create the actual PIN, soon after you receives the 'registration code'.

11. How can I create the actual PIN?

   By dialing #171# from the same Mobitel connection.

   Step 01 – Select 'Create PIN '
   Step 02 – Enter NIC number
   Step 03 – Enter Registration code (received via SMS)
   Step 04 – Enter preferred six digit PIN & confirm.

12. What happens if I enter an incorrect registration code?

   You can enter an incorrect registration code for a maximum of 3 attempts. Following the 3rd attempt the registration code will be automatically blocked from the system.

   Attempt 01 – 'Invalid registration code. Please re enter. You have two attempts more.'
   Attempt 02 – 'Invalid registration code. Please re enter. You have one attempt more.'
   Attempt 03 – 'Invalid registration code. Please re enter. You have one attempt more.'
   Attempt 04 – 'Registration Code has been blocked. Contact 1717 for Customer Support. Thank you.'

13. What if the registration code gets blocked due to multiple incorrect entries?

   You will be notified to contact the hotline for support.

14. What should I do after a PIN/registration code re set?

   You are advised to create a new PIN by dialing #171#.

15. How can I use the created PIN to request for a service alteration?

   By calling the Mobitel Customer Care Hotline 1717/0712755777.

16. Can I walk in to a frontline outlet and request for a service alteration to be done through the PIN?

   No. This service is currently enabled for the Contact Center only.

17. What are the advantages in having & using a PIN for service alterations?

- You will not be required to visit a frontline outlet to get a service alteration done.
- Does not have to provide verification material (NIC/DL/PPT) or fill up request forms.
- Saves time & effort.

18. Once a request is made how is the verification done via the PIN?
- Once the request is successfully submitted an SMS will be set out to you requesting to reply with the PIN.
- And the system will automatically verify the entered PIN against the actual PIN.

19. What happens if I reply with an incorrect PIN?
You will get maximum of three chances till the correct PIN is entered & the PIN will automatically get rejected if an incorrect PIN is entered for the fourth time.

20. What will happen if the PIN gets rejected due to multiple incorrect entries?
You will be notified to reset & create a new PIN. PIN reset can be done by dialing #171#.

21. What if I do not reply to the message with the PIN?
Three reminders will be sent to the customer through thirty minute intervals. And the request will be expired after the third reminder which you will be notified via an SMS.

22. What should I do if a request is expired?
You will have to submit the request again.

23. What happens once a request is successfully validated through the PIN?
- The said request will be automatically escalated to the 2ⁿᵈ level & will be actioned accordingly.
- Simultaneously you will be notified via an SMS regarding the successful PIN verification.

24. How will I know once the request is successfully actioned?
A confirmation SMS will be sent to your mobile once the request is completed.

25. What are the conditions applicable for a change of billing address?
Change of billing address shall not be allowed if the welcome aboard letter has not successfully reached the customer.

26. What are the conditions applicable for a change of service package?
· Package changes shall be accommodated only on commercially available packages. And should not require a higher deposit than the existing deposit amount.

27. What are the conditions applicable for a temporary suspension of service?
- Temporary suspension on lost phones shall not be accommodated via this service since the SIM card is required to initiate the request.
- A number retention fee of Rs. 100.00 shall be charged per month till the connection is kept suspended.

28. What are the conditions applicable for a bill copy request?
· The bill reprint shall be delivered via registered post to the given billing address within three working days.
· Detailed bill will not be included to the bill copy.
· Bill copy charge per month will be Rs. 200.00 + tax.
· The charge for the bill copy shall be posted to customer account once the printing is completed.
· Customers who have activated /registered for e-bill service can view their summary or detailed bill Free of Charge.

29. What are the conditions applicable for a detailed bill request?
· Post Paid customers may request for a detailed bill for the last six months.
· The charge for the detailed bill shall be posted to customer account once the printing is completed.
· The detailed bill shall be delivered via registered post to the given billing address within three to four working days.

30. What are the conditions applicable for a detailed bill activation?
This request will not be granted if customer has requested for an address change within the past 30 days for security reasons.

31. What will happen if a non-eligible customer attempts to create a PIN?
An error message will be prompted to the customer.

32. What if a customer with an active PIN changes the mobile number or transfer to Pre-Paid?
Since the PIN is linked to the mobile number the PIN will get automatically expired.

33. What if a customer with an active PIN does an ownership transfer?
Since the PIN is linked to the mobile number the PIN will not get effected. However customer is be advised to do a PIN reset by contacting the customer support following an ownership transfer.