PREPAID USD1 ROAMING COMBO PACK - FAQ

1. **What is prepaid USD1 Combo pack?**

   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	Bundle		
	Minutes (direct) Incoming/ Outgoing	SMS	Validity period
USD1 + Tax	10	10	24 Hours

2. **Who can activate this package?**

   All prepaid customers are eligible to activate this package

3. **Where can I activate this package?**

   This package can be activated while in Sri Lanka or while roaming by dialing #999#

4. **How to activate/deactivate this package?**

   How to Activate via #999#

   - Dial #999#
   - Select option 5. USD1 Combo pack
   - Select option 1. Activation

   Other activation Options

   - Dial #999*02#
   - Use Mobitel Self-care App

   How to deactivate

   - Dial #999#
   - Select option 5. USD1 Combo pack
   - Select option 2. Deactivation

5. Do I need to activate this package again & again?

No. Once the package is activated, it will be automatically renewed after the validity period.

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

Yes. Bundle gets accumulated when multiple activations are done

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. How does the customer get charged if he has used 10 minutes with 05 SMSs left without using - Customer will get charged for standard roaming rates for voice minutes & SMS will be utilized from the bundles.

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

Yes.

Activation SMS:

Dear customer, USD1 roaming combo pack has been activated. Pkg bundles will be received upon sufficient balance. Pkg will be auto re-subscribed after the expiry of the bundle. If you do not wish to automatically re-subscribe to another bundle dial #999# to deactivate the plan. T&C apply.

9. Do I receive any notification message when I de-activate this package?

Yes.

De-activation SMS:

USD1 roaming combo pack has been successfully de-activated. Kindly note you will be charged for standard roaming rates.

10. What countries are prepaid bundle plan available?

Country list is dynamic & hence please use below options for details:

- Use Mobitel website or Self-care App
- Call Mobitel roaming hotline 0714555555
- Email us at info@mobitel.lk