PREPAID USD3 ROAMING COMBO PACK - FAQ

1. **What is prepaid USD3 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	Validity	Bundles					
		Outgoing (M2M)	Outgoing (M2O)	Outgoing (Within roaming country)	Incoming	SMS	Data
USD3 + Tax	24 Hours	40 Minutes	05 Minutes	05 Minutes	10 Minutes	10 SMS	100MB

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 6. USD 3 Combo pack
   - Select option 1. Activation

   Other activation Options

   - Dial #999*03#
   - Use Mobitel Self-care App

   How to deactivate

   - Dial #999#
   - Select option 6 USD 3 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, USD3 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:

USD3 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