

PREPAID USD5 UNLIMITED DATA PLAN - FAQ

1. What is prepaid USD5 Unlimited data plan?

This package will provide Mobitel Prepaid customers to use unlimited data while they are roam.

Package details:

Package Rental (USD)	Bundle	
	Data (MB)	Validity period
USD 5 + Tax	Unlimited	24 hours

2. Who can activate this package?

All Mobitel 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 7. USD5 Unlimited Daily Data Plan
- Select option 1. Activation

Other activation Options

- Dial #999*05#
- Use Mobitel Self-care App

How to deactivate

- Dial #999#
- Select option 7. USD5 Unlimited Daily Data Plan
- 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. Do I receive any notification message when I activate this package?

Yes.

Activation SMS:

Dear customer, USD5 Unlimited data package 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.

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

Yes.

De-activation SMS:

USD5 Unlimited data package has been successfully de-activated. Kindly note you will be charged for standard roaming rates.

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

1 st activated package	USD5 Unlimited data pack
USD1 Combo pack	✓
USD3 Combo pack	✓
USD1 data pack	✓
USD50 Unlimited data pack	✗

1 st activated package	USD1 data pack	USD50 data pack
USD5 Unlimited data pack	✗	✗

9. What are the countries where USD5 Unlimited Data package is 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