Mobitel Self Care Portals – FAQ

1456 Billing Information IVR

1. What are the available features on this IVR?
· Last Bill Date
· Last Bill Value
· Unbilled Usage
· Balance of the free entitlements (Voice/Data)
· Bill date
· Billing Period

2. What is the difference between 1456 & #1456# portals?
· 1456 is an IVR portal where the information is presented as a voice prompt in your preferred language.
· #1456# is an USSD portal where the information is presented in a text format in English.

3. How can I select my preferred language?
On the Initial attempt you will be prompt to select the preferred language & then move to the main menu.

4. How will the billing details be presented in this IVR?

· First you will be notified that the subscription fee & the taxes will be billed at the time of processing the bill.

· The modified IVR will have two main options.

Option 1 - Usage and Account Balance Information
Option 2 - Bill date and Billing period

Option 1 (Usage & Account Balance Information) will be presented by default, then you will have the option of repeating Option 1 or moving forward to Option 2.

5. Will the corporate (group) users be able to use this service?
   For corporate users only the last bill & the unbilled value will be presented (number vise).

6. How can I change the preferred language on this IVR?
   You are required to contact 1717 & submit a request.

#1456# Billing Information USSD Portal

1. What are the available features on this portal?

   · Usage and Account Balance Info
     ✓ Last Month Bill
     ✓ Total Billed Usage
     ✓ Current Usage
     ✓ Account Balance
     ✓ Last Payment

   · Billed Date and Billing Period
   · Credit Limit

#888# Self Care Information Portal

1. What are the available features & information on this service?
   · My Package
   · Activations & Deactivations
   · Pre-Paid
   · Post Paid
   · Broadband
   · IDD & Roaming
   · VAS
   · Devices & Offers
   · Useful Codes & Information

2. What are the features & information available under 'My Package'?
· Package Name
· Billing Information
· PUK Codes
· Stop Promotional SMS & OBD
· Change Preferred Language

3. What are the features available under 'Activations & Deactivations'?
· Call Block
· Discounted Numbers
· News Alerts
· Missed Call Alert
· SMS Feature

4. What are the features & information available under 'Pre-Paid'?
· Package Details
· My Activations
· Information

5. What are the information available under 'Post-Paid'?
· Details of the following packages,
  ✓ Samurdhi
  ✓ New Upahara
  ✓ Meth Garusaru
  ✓ Media
  ✓ Upahara
  ✓ Kalaguna
  ✓ Liyasara
  ✓ ACTIVF
  ✓ SRIL
  ✓ VAL50
  ✓ FX190
  ✓ FX390
  ✓ FX790
  ✓ DoubleM

6. What are the information available under 'Broadband'?

- Post Paid DATA Plans
  - ✓ Broadband on mobile
  - ✓ Mega Packages
  - ✓ Smart Phone Plans
  - ✓ Normal DATA Plans
  - ✓ Late Night Internet Plans
- Pre-Paid DATA Plans
  - ✓ Best Value Internet Plans
  - ✓ Mini Internet Plans

7. What are the information available under 'IDD & Roaming'?

- Roaming
  - ✓ Post Paid Roaming
  - ✓ Pre-Paid Roaming
  - ✓ Deposit Free Roaming
  - ✓ Budget Roaming
  - ✓ DATA Roaming
- IDD
  - ✓ IDD Premier
  - ✓ IDD Buddy
  - ✓ IDD Cards
  - ✓ IDD Video Calls
  - ✓ International SMS & MMS
  - ✓ IDD Rates

8. What are the information available under 'VAS'?

- mTunes
- eChanneling
- mTicketing
- GPRS & MMS Settings
- Astrology
- WAP Services
- SMS Banking
- mGuide
- mJunior
- Rainbow Pages

9. What are the information available under 'Devices'?

·   Discounts & Payment Methods
·   Device Installment Scheme

10. What are the information available under 'Useful Codes & Information'?

·   General
   ✓ Store Locator
   ✓ Registration Details
   ✓ Cash Bonanza
   ✓ Change Network Mode

·   Loyalty
   ✓ Club Magnet
   ✓ Club Points

·   Product Related
   ✓ News Alert Services
   ✓ CBC Plans
   ✓ SMS Banking
   ✓ Peoples Bank SMS Banking
   ✓ mCash