

Know more about your Mobitel...

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POST PAID

1. How can I reconnect my line which is currently disconnected?

- A. If your line is temporarily disconnected, all bills due as at date should be settled in full. The undue bill balance on your account should be less than your credit limit, and needs to be settled on the due date. If the connection is required immediately the payment should be made in cash or credit card. If the line is deactivated you are required to produce your NIC for reconnection.

2. How do I check my current usage?

- A. Mobitel enables you to check your usage by simply dialing 1456. You may also type YES and send a SMS to 4545 for free daily usage alerts via SMS

3. How do I ensure that my bills are settled on or before the due date?

- A. You can subscribe for the standing instruction option, using your Credit Card. All you need to do is to visit any of our Mobitel Branch offices and fill in a Standing Instruction form, for automatic payment deductions from your Credit Card. VISA or MASTERCARD holders Could handover the form directly to Mobitel, while AMEX Card holders would need to obtain / send the Application directly to Amex Card Centre No. 107 Dharmapala Mawatha, Colombo 07.

4. How can I get copies of my previous months bills?

- A. You can get copies of your past bills from any of our branch offices. You may also request for a bill copy by calling our Hotline or sending in a request, addressed to Mobitel Pvt Ltd, W.A. D Ramanayake Mw, Colombo 02.

5. How can I transfer my post paid connection to prepaid?

- A. Call over at any of our Branch offices or an authorized Mobitel dealer to change the connection to a Pre Paid Service. An application should be filled and a payment of Rs 100/- will be charged for a new SIM.

6. How can I change my Mobitel number to a new number?

- A. You can change your number by visiting any of our branch offices or an authorized Mobitel dealer. A new Mobitel application agreement form needs to be signed. A charge of Rs 1000/- will apply for a number change.

7. How do I get IDD on my Post Paid Connection?

- A. Deposit free IDD is available for a Post Paid customer upon completing 6 months in the network. Customers who have been in the network for less than 6 months will be required to pay a refundable deposit of Rs.2, 000/-

8. What are the rates of the new "Value 50" package?

A. Package CODE	VAL50
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Monthly Rental	Rs. 50
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Free Bundle

M2M minutes	25
M2M SMS	50

Outgoing local calls - Voice/Video (Rs. per minute)

Mobitel to Mobitel	Rs. 1
Mobitel to other Local Numbers	Rs. 2

SMS

M2M	10 cents
M2O	25 cents

MMS

M2M	Rs. 1
M2O	Rs. 5

GPRS rate	1 cent per 5 kB
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Connection fee	Rs. 250
Refundable Deposit	Rs. 1500

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PRE PAID

1. How can I obtain a new SMART connection?

- A. You can visit a Mobitel branch office or any other authorized Dealer/ Sub dealer/SLT Teleshop/Singer Mega/Arpico to obtain a Smart connection. A connection fee of Rs 200/- will apply.

2. What are the rates of the new SMART pre paid plan?

- A. The rates of the SMART Pre Paid plan are as follows:

	Voice Calls /Video Calls (Per Minute)	SMS (Per Message)	MMS (Per Message)
Mobitel Number	1/-	10 cents	1/-
Any other Local Number	2/-	25 cents	5/-
Incoming Calls (Voice/Video)	Totally Free		
GPRS	Rs. 2 per 1000kB*		

***Charged at 1cent per 5kB block**

3. How can I recharge my prepaid account initially after connection?

- A. You can recharge the account through a "Recharge Card"/ Reload. The initial recharge value should be above Rs. 100/-

4. Where can I purchase recharge cards and reloads for my SMART connection?

- A. You can purchase recharge cards from,
Mobitel Branch Offices
SLT regional offices
Post Offices
Authorized dealers
Singer Mega Outlets
Most of the retail shops in town.

5. What are the methods of recharging my prepaid account?

- A. Recharge cards – Press *102* type the PIN Number, then # Key
Through the IVR – Dial 141 & Press 2
Re - load from any authorized retail outlet/Post office
SMS banking – Sampath Bank, Commercial Bank,
Hatton National Bank and HSBC
Online – www.mobitel.lk

6. If I run out of credit and I am unable to purchase a recharge card, what do I do?

- A. You can request for a SMART loan of Rs. 30/- by dialing #247# which will be valid for 7 days.

7. Can I share my prepaid account balance with a friend?

- A. Yes, You can share credit within the Mobitel network by dialing *448*071XXXXXXX*Amount & # key.
The minimum amount you can share will be Rs. 10/- and a maximum of Rs. 2000/-

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GENERAL

1. What will happen to the connection if I lose my SIM/Phone?

- A. If you misplace your SIM/Phone you will need to call us on our 24/7 Customer Care Hotline 0712755777, for necessary action. To have your SIM replaced or to Purchase a handset, call over at any of our Branch offices. Selected Mobitel bill payment centers could also accommodate a replacement of a SIM.

2. How can I obtain GPRS settings for my phone?

- A. Simply dial #222# from the phone you need to configure. GPRS/MMS settings will be sent to your phone automatically within five minutes

3. How can I obtain the PUK number one (1) and two (2) on my phone?

- A. You can view your PUK codes via Mobitel's Selfcare service. Simply dial #888# from your phone and follow the instructions.

4. How can I channel a Doctor using my Mobitel phone?

- A. You can channel your doctor through Mobitel's E-Channeling service. Simply dial 225 on your Mobile phone to access the service. You will be charged Rs 8/- + tax per min + the Channeling fee (depending on the Consultation + Hospital fee)

5. How do I activate the Any8 IDD feature?

- A. To activate Any8 IDD on a prepaid or postpaid plan enabled with IDD just SMS any8act to 433 on your handset. Just type any8act and send an SMS to 433 on your handset. If you are on a prepaid plan, you can also activate Any8 IDD by calling the self care line 141 and selecting option 4.

6. What should I do to stop my name appearing in the Missed Called Alert (MCA) SMS of others?

- A. You can simply send a SMS typed mca to 7676

7. What should I do to change the MCA display name?

- A. You can change the name by sending an SMS as MCA <space> name (name you wish to have) to 7676 to change the name currently displayed

8. What should I do to re-activate the Missed Call Alert (MCA) feature, if it does not work once the call diversion feature is activated manually?

- A. You can dial *62*0710111000# to manually re-activate this feature.

9. What are the short codes I can use to manage services such as call diversions, call barring, call waiting etc?

	Call diversions (Forwarding)	Command
Unreachable	Activate	*62*number#
	View	*#62#
	Deactivate	#62#
Busy	Activate	*67*number#
	View	*#67#
	Deactivate	#67#

No Answer:	Activate	*61*number*11*20# Send (20 can be variable to 5,10,15, 20, 25, 30. since it represents how many seconds to ring before the diversion)
	View	*#61# SEND

	Deactivate	#61# SEND
All above conditional diversions	Deactivate	#002#

Divert all calls (Unconditional)	Activate	*21*number#
	View	*#21#
	De-activate	#21#

Call barring	Command
	(Please note that call barring will not work if call diversions are activated; default pin code is 0000)

Outgoing	Activate	*33*PIN#
	View	*#33#
	Deactivate	#33*PIN#
Incoming	Activate	*35*PIN#
	View	*#35#
	Deactivate	#35*PIN#

Call waiting	Command	
	Activate	*43#
	View	*#43#
	Deactivate	#43#

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10. Can I check e-mail on my phone? And how do I configure?

- A. Yes, if your phone has an inbuilt email client, you can configure your email address. But most of the devices support POP3 or IMAP accounts (ex: Mobitелnet, Gmail, SLTNET.. etc). Consult your email service provider for configuration settings.

While configuring, you are required to enter GPRS connectivity settings. Please input the APN name as "mobitel3g" or select the Mobitelwap profile from your existing GPRS settings. If your device is not configured with GPRS settings, please call us on 0712755777 for assistance.

11. How can I block incoming calls from a particular number/s?

- A. All you need to do is send an SMS typed YESCB to 2565 or dial #888#, and activate the Call block feature on the phone. To add the numbers you wish to block incoming calls from, send an SMS in the following format. ADD <number> and send it to 2565.

12. How much do you charge for the Call Block Feature?

- A. If you are a prepaid customer, you will be charged Rs.10/- + taxes for each activation and a daily fee of Rs. 1/-. If you are a post paid customer, you will be charged a monthly fee of Rs. 30 for the feature.

13. How do I get International roaming on my SIM?

- A. Visit any of our Branch offices and submit a dully filled application form together with a copy of your passport. You will be required to pay a refundable deposit of Rs. 25,000/-. A letter from the company will be required if your connection is on a Corporate account.

14. How can I check the IDD call rates from my Mobitel phone?

- A. You can dial 433 from your Mobitel phone, to get the latest rates on IDD.

15. Where can I pay my Mobitel bill?

- A. You can pay your bills at any of the following locations. In the event you are not using the tear off payment slip attached to your bill, please make sure that you mention your Mobitel No. (Eg.071XXXXXXX) or your account number correctly on the payment slip which is available at the payment locations.
- Mobitel Branch Offices
 - Mobitel@SLT Teleshops
 - Mobitel@ SLT Regional Telecom Offices
 - Mobitel@ Singer Mega
 - Mobitel@ Singer Plus/ Singer SISIL Showrooms and Modern Homes
 - Authorized Dealers
 - Banks – (Seylan Bank/ Commercial Bank/ PABC/ Sampath Bank/ Union Bank/ NTB/ Peoples Bank/ NSB)
 - Keells Super- (Payments are not updated online)
 - SMS Payments - Account holders of Sampath Bank, Commercial Bank, Hatton National Bank and HSBC can use SMS bill payment service to pay the Mobitel bill

16. How can I temporarily disconnect my line? and how do I retain my number?

- A. You can send in a request via fax to 0112330396 or mail a request addressed to Mobitel Pvt Ltd, W.A. D. Ramanayake Mw., Colombo 02 for a temporary suspension of your services. You may also visit any of our Branch offices or an authorized Mobitel dealer to have your services temporarily suspended. Rs. 100/- per month will be charged as a number retention fee.

17. How can I activate mTunes?

- A. You can dial 777 on your Mobitel phone or visit: <http://mtunes.mobitel.lk/mobitelcrbtportal/home.aspx> You will be required to enter your "my account" user name and password to activate mTunes via web.