

Know more about your Mobitel....

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1. What are the benefits of using a Blackberry in general?

- Longer battery life
- Data loss prevention
- Always online, no connecting needed
- Configuration free
- Security with encryption
- PIN to PIN messages (Blackberry to Blackberry)

2. What is (BIS) BlackBerry Internet Service?

BIS is a short term for BlackBerry Internet Service. BIS allows you to send and receive personal emails, and browse the internet using your Blackberry device.

3. What is (BES) BlackBerry Enterprise Server?

BES is a short term for BlackBerry Enterprise Server. The BES technology is focused on enterprise customers (medium to large companies). These companies use systems like Lotus Notes, Microsoft Exchange, or Novell GroupWise to provide employees with email and other related capabilities. The BlackBerry Enterprise Server acts as a conduit between those systems and the employees' BlackBerry handset. It also provides companies with centralized control of those handsets. And it acts as a proxy server so that BlackBerry users can browse the internet or the corporate intranet.

4. How do I activate the Blackberry internet service?

If you are a postpaid subscriber

Type **ACT <space> BIS** and send to **233** via SMS

BIS postpaid package details are:

Monthly subscription charge : Rs 590 + Tax
Monthly free data bundle : 250 MB

If you are a prepaid subscriber, there are four packages to choose from. You can activate via SMS or by dialing #233#

BIS Prepaid Package details and activation methods are:

Package code	BIS1	BIS5	BIS7	BIS30
Activation Fee	Rs.20	Rs.100	Rs.140	Rs.590
Data Bundle	-	25MB	50MB	250MB
Validity	1 Day	5 Days	7 Days	30 Days
To Activate via Quick Menu	Dial #233# and choose the preferred plan			
To activate via SMS send SMS code to 233	ACT BIS1	ACT BIS5	ACT BIS7	ACT BIS30

5. How do I discontinue the Blackberry service?

Type **NOMO** on your phone and send an SMS to **233**

6. How can I activate Blackberry Enterprise Service (BES)?

BES packages are designed for corporate customers. If you require a Blackberry Enterprise Solution, please contact our corporate account Manager or contact us on our customer care hotline 0712755777

7. How to wipe ALL personal data from my BlackBerry device?

Most Blackberry models will use a similar method as below

1. Go to: Options
2. Select: Security options
3. Select: Security wipe

NOTE: This does NOT delete the Operating System from your BlackBerry.

This wipe will remove ALL personal data (contacts, memos, calendar appointments, settings, preferences, etc.) from the device, almost as if "factory fresh". The device will still work for you or your next user. Wipe will NOT delete most Third Party Applications

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8. How do I configure my email address on the Blackberry device?

To configure the email address on the Blackberry device, you have to activate a BIS plan of your choice and follow the simple steps shown below on your Blackberry Device:

Go to **Set Menu > Select Email Settings > Select Add and choose your Email Service provider* from the list**, if you do not have an email address you may set your own email address with the domain:
@sltmobitel.blackberry.com

*If the domain of your email service provider is not on the list, you are required to enter additional information such as the email server address which can be easily obtained by contacting your email service provider.

9. Can I use my broadband connection for postpaid BES/BIS service?

You can insert your broadband SIM to the Blackberry and use the BIS/BES services.

10. Can I continue to enjoy BIS even after I exhaust the Data Bundle on the BIS plan?

Yes, you can enjoy the BIS service until expiry date of the service even if you run out of your free data bundle.

11. How will I be charged for excess usage of data on my Blackberry usage if I am on a postpaid package?

Standard data rates will apply for excess usage.

12. What are the Blackberry Apps available through Mobitel's Blackberry services?

You will be able to access Blackberry applications through blackberry.mobitel.lk WAP site which will be accessible only through a blackberry phone.

Initially the featured application would be, from the cricketing legend tony Greig's - **Tony talk's** application, and also many other applications will be available on the Blackberry apps store.

13. How will I be charged when I use the Blackberry apps store?

There will be no access fee charged for the service but the normal data charges will apply for browsing and downloading.

14. If I activate the Blackberry feature on a postpaid package which has a data bundle, can I use the existing bundle to access the blackberry service?

The existing package bundle will not apply for Blackberry service. This is mainly because you will be using a unique APN for Blackberry and not Mobitel 3g APN.

15. What will happen if I lose my phone?

If you are using a BIS service your personal information cannot be erased, it is advised to backup all information through the blackberry desktop manager and use a password protection to access the phone, and if the password is entered 3-10 (defaults to 10, but you can set it as low as 3) incorrectly it will wipe all the information from the phone. If you are using a BES feature, the administrator can securely wipe all information in the Blackberry phone through the BES server.