PREPAID USD 3 Combo PACK - FAQ

1. **What is prepaid USD 3 Combo Pack?**

This package will provide Mobitel Prepaid customers to opt in for a voice, SMS and a data bundle while they are roaming.
Package details;

Proposed package price USD	Bundle		
	Min (direct)- incoming or outgoing	SMS (direct)	Data (MB)
$ 3	30	25	30

2. **What is the total package amount with TAX?**

Total package amount with TAX will be approximately Rs. 600. Subject to change as per tax and exchange rate fluctuations

3. **Who can activate this package?**

Only prepaid customers are eligible to activate this package

4. **Can I activate the package in Sri Lanka?**

No. This can only be activated while roaming via #999#

5. **How to activate/deactivate this package?**

How to Activate

1. Dial #999#
2. Select option 1. Activation
3. Select option 6. Roaming plan
4. Select option 3. Prepaid roaming plans
5. **Select option 3. Prepaid combo pack**
6. **Select option 3.-USD 3 VOICE ,SMS and DATA**

How to deactivate

Customer cannot deactivate this package, once the entitled bundle is over customers will be charged for standard roaming rates.

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

Yes. Bundle gets accumulated when multiple activations are done

7. What is the validity period of this package?

From the time of activation, package is valid for 24 hrs. E.g. If I activate the package today at 11.00 am, package is valid till following day 11.00 am

8. What countries are prepaid bundle plan available?

	Country
1	Australia
2	Canada
3	China
4	France
5	Hong Kong
6	Italy
7	Japan
8	Kuwait
9	Malaysia
10	Qatar
11	Singapore
12	Thailand
13	UAE
14	UK
15	USA
16	Denmark
17	India

9. 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.

10. Do I receive any notification message when I activate this package?

Yes. Customer is notified via SMS on activation and after the full utilization of the bundle.