

PREPAID USD 1 ROAMING DATA PACK - FAQ

1. What is prepaid USD 1 Data Pack?

This package will provide Mobitel Prepaid customers to opt in for a data bundle and use ONLY DATA while they are roaming.

Package details:

Package Rental (USD)	Data bundle
USD 1 + TAX	100 MB

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 4. USD1 Data Pack
- Select option 1. Activate

Other activation Options

- Dial #999*01#
- Use Mobitel Self-care App

How to deactivate

- Dial #999#
- Select option 4. USD1 Data Pack
- Select option 2. Deactivate

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

Yes. Bundle gets accumulated when multiple activations are done

6. Do I need to activate this package again & again?

No. Once the package is activated, it will be automatically renewed after the validity period or after the end of 100MB data bundle.

7. How do I get charged after I complete using the bundle?

- You will be automatically re-subscribed to another bundle after full utilization of 100MB.
- A customer can deactivate the bundle if they do not wish to get this auto-renewed.

8. What is the validity period of this package?

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

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

Yes.

Activation SMS:

Dear customer, USD1 roaming data pack 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.

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

Yes.

De-activation SMS:

USD1 roaming data pack has been successfully de-activated. Kindly note you will be charged for standard roaming rates.

11. What are the countries where USD1 Data pack 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