

PREPAID UNLIMITED DATA PACK - FAQ

1. What is prepaid unlimited data pack?

This package will provide Mobitel Prepaid customers to use unlimited data while they are roam.

Package details;

Proposed package price USD	Bundle			
	Data (MB)	Minutes (direct) Incoming/Outgoing	SMS (direct) Outgoing	Validity period
USD (\$) 5	Unlimited	0	0	24 hrs

2. What is the total package amount with TAX

Total package amount with TAX will be approximately Rs.798/=

USD (\$) rate is pertaining to the average rate taken from Central bank for respective month plus 4.12% TAX.

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 2.-USD 5 Unlimited data plan

[How to deactivate](#)

Customer cannot deactivate this package, package will be automatically deactivated once the validity period (24 hrs) is over.

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

Activated package	USD (\$) 5 Unlimited data pack
USD (\$) 1 Combo pack	✓
USD (\$) 3 Combo pack	✓
USD (\$) 1 data pack	✓

Activated package	USD (\$) 1 data pack
USD (\$) 5 Unlimited data pack	x

6. 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
Customer will be able to change countries within the validity period thus rental charged only once per day (24 hrs.)

7. What countries are prepaid bundle plan available?

#	Country
1	Australia
2	Austria
3	Belgium
4	Canada
5	China
6	Denmark
7	Estonia
8	Finland
9	France
10	Germany
11	Ghana
12	Hong Kong
13	Hungary
14	India
15	Indonesia
16	Ireland
17	Israel
18	Italy
19	Japan
20	Kenya
21	Korea South
22	Kuwait
23	Latvia
24	Luxembourg
25	Macau
26	Malaysia

#	Country
27	Maldives
28	Malta
29	Mexico
30	Netherlands
31	New Zealand
32	Oman
33	Pakistan
34	Philippines
35	Portugal
36	Qatar
37	ROMANIA
38	Russia
39	Saudi Arabia
40	Singapore
41	Slovenia
42	South Africa
43	Spain
44	Sweden
45	Switzerland
46	Thailand
47	Turkey
48	UAE
49	UK
50	USA
51	Vietnam

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

Yes.

Activation

SMS - Dear Customer, USD 5 Unlimited data plan has been successfully activated. Package will expire on <Validity time/day>.Please restart device to complete.

No notifications are received thereafter to the customer as the data package is Unlimited per day.