

10\$ DAILY UNLIMITED ROAMING PLAN

1. What is Mobitel 10\$ Daily Unlimited Roaming Plans?

This plan offers Mobitel postpaid customers to use **UNLIMITED DATA, CALLS** and **SMS** while roaming for just 10\$ per day.

2. Package Summary:

	Bundle
Outgoing calls to SL (M2M)	Unlimited
Outgoing SMS to SL	Unlimited
Data	Unlimited
Outgoing calls to SL (M2O)	10 Minutes
Outgoing calls (National)	20 Minutes
Incoming calls	10 Minutes

*** Any service other than the above package bundle including will be charged for standard rates.*

3. How does the charging apply?

- Customer will be charged USD 10 per day in the listed destinations.
- Daily charging reset time from 12.00.00 am to 11.59.59 pm (24hrs) Sri Jayewardenepura time Sri Lanka.

4. How can I activate this service?

By calling 0714555555 or by dialing #999#, select Activation (option 1) → Roaming Plan (option 6) → Postpaid voice plan (Option 04)

5. How can I deactivate this service?

By calling 0714555555 or by dialing #999#, select Deactivation (option 2) → Roaming Plan (option 6) → Postpaid voice plan (Option 04)

6. Where can I activate the package?

This package can be activated while in Sri Lanka or roaming via #999#

7. What are the notifications received when the plan is activated/deactivated?

Activation:

- SMS 01 - Dear Customer, unlimited roaming plan has been successfully activated. Pls restart device to complete.
- SMS 02 - Please note that unlimited roaming plan usage and billing cycle will be reset at 12AM, Sri Jayewardenepura time every day.

Deactivation:

- SMS: Unlimited roaming plan has been successfully deactivated. You will be charged for standard roaming rates or according to the package activated from now onwards!

8. What are the other plans/packages I can or can't use with this plan?

- Customers can activate One rate roaming, unlimited data plans or normal roaming along with this 10\$ unlimited roaming package.
- Deposit free or SMS roaming customers can't activate this plan.

9. How do I get charge if I have activated both 10\$ unlimited roaming plan and Unlimited data plan simultaneously?

- In a country where both plans are available and customer has activated, he will be charged USD 10 per day (Priority will be given to 10\$ unlimited roaming plan) and offered unlimited data, voice and SMS.
- In a country where only unlimited data plan (5\$ daily or 50\$ monthly) is available, customer will be charged only USD 5 or USD 50\$ (Activated pkg rental) for unlimited data roaming plan. In this country, customer will only be eligible to use unlimited data and will be charged for voice and SMS with the standard/ one rate charging.