

40\$ WEEKLY UNLIMITED ROAMING PLAN

1. What is Mobitel 40\$ Daily Unlimited Roaming Plans?

This plan offers Mobitel postpaid customers to use unlimited data, Calls and SMS while roaming for just 40\$ per week (7 Days).

2. Package Summary:

| | Bundle |
|----------------------------|---------------|
| Outgoing calls to SL (M2M) | Unlimited |
| Outgoing SMS to SL | Unlimited |
| Data | Unlimited |
| Outgoing calls to SL (M2O) | 40 Minutes |
| Outgoing calls (National) | 40 Minutes |
| Incoming calls | 40 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 40 per week 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 40\$ weekly plan (Option 05)

5. How can I deactivate this service?

By calling 0714555555 or by dialing #999#, select Deactivation (option 2) → Roaming Plan (option 6) → Postpaid 40\$ weekly plan (Option 05)

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 weekly roaming plan has been successfully activated. Pls restart device to complete.
- **SMS 02** - Please note that unlimited weekly roaming plan usage and billing cycle will be reset at 12AM, Sri Jayewardenepura time after the validity period.

Deactivation:

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

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

- Customers can activate One rate roaming, unlimited data plans or normal roaming along with this 40\$ weekly 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 40\$ 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 40 per week (Priority will be given to 40\$ 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.