

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:

Rental	Bundle					
	Outgoing (M2M)	Outgoing (M2O)	Outgoing (National)	Incoming	SMS	Data
USD 3 + TAX	40 Minutes	05 Minutes	05 Minutes	10 Minutes	10 SMS	100MB

2. Who can activate this package?

All Mobitel prepaid customers are eligible to activate this package

3. Can I activate the package in Sri Lanka?

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

4. How to activate/deactivate this package?

Activation

Dial #999#

- Select option 1. Activation
- Select option 6. Roaming plan
- Select option 3. Prepaid roaming plans
- Select option 3. Prepaid combo pack
- Select option 3. \$3 combo pack

De-activation

Dial #999#

- Select option 2. De-activation
- Select option 6. Roaming plan
- Select option 3. Prepaid roaming plans
- Select option 3. Prepaid combo pack
- Select option 3. \$3 combo pack

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.

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. 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.

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

Yes.

Activation

SMS 01 - USD 3 roam Combo pack has been successfully activated. You will automatically be re-subscribed to another bundle by the expiry of this package.

SMS 02 - USD3 pack entitlement: 40 min (M2M) outgoing calls, 5 min (M2O) outgoing calls, 10 min incoming calls, 5 min calls within the roaming country, 10 SMS & 100 MB

SMS 03 - You will be charged for standard roaming rates if not re-subscribed to another bundle

SMS 04 - Dear customer, if you do not wish to automatically re-subscribe to another bundle dial #999# to deactivate the plan.'

De-activation

SMS 01 - USD 3 roam combo pack has been successfully de-activated. Kindly note you will be charged for standard roaming rates.