

PREPAID COMBO PACK- FAQ

1. What is prepaid Combo pack?

This package will provide Mobitel Prepaid customers to opt in for a bundle package and use voice and SMS services while they are roaming.

Package details;

| Proposed package price USD | Bundle | | |
|----------------------------|------------------------------------|-----------------------|-----------------|
| | Minutes (direct) Incoming/Outgoing | SMS (direct) Outgoing | Validity period |
| \$ 1 | 10 | 10 | 24 hrs |

2. What is the total package amount with TAX?

Total package amount with TAX will be approximately Rs. 200. Subject to change as per tax and exchange rate fluctuations

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 3.-Prepaid combo pack

How to deactivate

Customer cannot deactivate this package, once the entitled minutes, SMS (one of the service or both services are over) of the services are over customers will be charged for standard roaming rates.

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

Yes. Bundle gets accumulated when multiple activations are done

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. What countries are prepaid bundle plan available?

| | Country |
|-----|-----------|
| 1. | Australia |
| 2. | Canada |
| 3. | China |
| 4. | France |
| 5. | Hong Kong |
| 6. | Italy |
| 7. | Japan |
| 8. | Kuwait |
| 9. | Malaysia |
| 10. | Qatar |
| 11. | Singapore |
| 12. | Thailand |
| 13. | UAE |
| 14. | UK |
| 15. | USA |

9. 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.
E.g. I use 10 minutes and 20 SMSs are left without using. How does the customer get charged?
Customer will get charged for standard roaming rates for 10 SMSs

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

Yes. Customer is notified via SMS on activation and after the full utilization of the bundle.