

PREPAID USD 1 DATA PACK - FAQ

1. What is prepaid USD 1 Data Pack?

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

Package details:

Package Rental (USD)	Data bundle
USD 1 + TAX	100 MB

2. Who can activate this package?

All Mobitel prepaid customers are eligible to activate this package

3. Where can I activate this package?

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

4. How to activate/deactivate this package?

How to Activate

- Dial #999#
- Select option 1. Activation
- Select option 6. Roaming plan
- Select option 3. Prepaid roaming plans
- Select option 1. \$1/100MB data pack

How to deactivate

- Dial #999#
- Select option 2. De-activation
- Select option 6. Roaming plan
- Select option 3. Prepaid roaming plans
- Select option 1. \$1/100MB data 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.

7. How do I get charged after I complete using the bundle?

- You will be automatically re-subscribed to another bundle after full utilization of 100MB.
- A customer can deactivate the bundle if they do not wish to get this auto-renewed.

8. What is the validity period of this package?

From the time of activation, package is valid for 24 hours. E.g. If I activate the package today at 11.00 am, package is valid till following day 11.00 am

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

Yes.

Activation

SMS 01 - USD 1 data pack has been successfully activated. You will automatically be re-subscribed to another bundle by the expiry of this package.

SMS 02 - Dear customer, if you do not wish to automatically re-subscribe to another bundle, dial #999# to deactivate the plan.

De-activation

SMS – USD 1 data pack has been successfully de-activated. Kindly note you will be charged for standard roaming rates.