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 ONLY DATA while they are roaming.

   Package details:

Package Rental (USD)	Data bundle
USD 1	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. USD 1 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. USD 1 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 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 - Package entitlement for USD 1 data pack: 100MB. If you don't subscribe for another bundle you will be charged standard roaming rates.

10. **Do I receive any notification message when I de-activate this package?**
    Yes.

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

11. **What countries are prepaid bundle plan available?**

    Country list is dynamic & hence please call Mobitel roaming hotline 0714555555