

UPAHARA - Frequently Asked Questions (FAQ'S)

1. What is UPAHARA?

UPAHARA is a communications package offered exclusively to the State sector employees and Government pensioners which will provide amazing benefits. Subscribers on UPAHARA can make voice and video calls within the Mobitel Network, as well as to fixed line operators including to CDMA lines free, subject to a Fair Usage Policy (FUP) between 00.00 hrs to 18.00 hrs. The charges between 18.00 hrs to 24.00 hrs to these lines would be a mere 50 cents per minute only.

2. What is a Fair Usage Policy (FUP)?

The Fair Usage Policy consists of certain conditions subscribers have to abide by, in the use of packages which allow free usage of services. These are introduced to safeguard the interest of the majority of subscribers who would use the services offered by such a package conscientiously, and stand to benefit. In other words, an FUP serves to provide high level of service to the vast majority of subscribers who would benefit from this type of a package, whilst exercising control over the small number of potentially very high users, whose behavioral patterns may adversely affect the service quality experienced by the rest.

Under UPAHARA, free usage of voice/video facilities are limited to 1,000 minutes per month, between of 00.00 and 18.00 hours. Usage beyond FUP will be charged at 50 cents per minute (excluding taxes) all charges would be on minute basis.

3. Who can subscribe to UPAHARA?

Any State sector employee or Government pensioner can subscribe to UPAHARA.

4. How can I subscribe to the package?

Customer should walk-in personally to a Mobitel outlet, & produce service particulars from HOD/Latest Salary Slip certified by the Accountant/Pension voucher

5. How many connections can I obtain, under this scheme?

Any State sector employee or Government pensioner can subscribe to **one** connection only.

6. What are the charges applicable under this package?

The tariff structure applicable for UPAHARA will be as follows.

Monthly Fee		Rs. 240.00	
Time Bands		00.00 – 18.00 Hrs	18.00 – 00.00 Hrs
ALL INCOMING Voice/Video calls	From Any Network	Free	Free
	OUTGOING Voice/Video (per minute)	M2M	Free*
O/G Voice (per minute)	M2 Local Fixed Numbers /CDMA	Free*	50 cents
OUTGOING Voice/Video (per minute)	M2 Other Local Mobile Numbers	Rs.3.00	Rs.3.00
	M2M	25 cents	25 cents
SMS	M2 Non Mobitel Local Numbers	Rs.2.00	Rs.2.00
	M2 International Numbers	Rs.2.00	Rs.2.00
MMS	M2M	Rs. 1.00	Rs. 1.00
	M2 Other Mobile Local Numbers	Rs. 3.00	Rs. 3.00
	M2 International Numbers	Rs.10.00	Rs.10.00

Under “UPAHARA” free usage of voice/video facilities are limited to 1000 minutes per month between 00.00 and 18.00 hours. Usage beyond FUP will be charged at 50 cents per minute, and all rates are subject to per minute based durations.

7. What are the total costs involved in subscribing to this package?

Rs. 1,000/- (inclusive of all applicable taxes and levies) is charged as “Connection Fee” for New Customers and “Membership Fee” for existing customers.

8. What are the documents I have to bring?

You are required to bring in your National Identity Card (NIC), Service Particulars from HOD/certified salary slip or pension voucher and Government Identity card. (if currently in service)

If you are a Government employee and not in a position to bring the service particulars or the certified salary slip then you are required to bring your official ID card and a refundable deposit of Rs.1,500/-.

In addition you have to provide a Billing proof (not required for Pensioners) and a recent photograph, (photograph can be taken at the Mobitel centers if you do not have a recent photograph) in accordance with the directive issued by the Telecommunication Authority of Sri Lanka. The connection cannot be transferred to another and hence should not be held by a person other than its registered owner.

9. I am already a Mobitel subscriber. Can I change my existing Mobitel package to UPAHARA package?

Yes, you can, provided you are a State sector employee or a Government pensioner. A membership fee of Rs. Rs.1, 000/- (inclusive of all applicable taxes and levies) will apply. However the standard package change fee of Rs100/- will not apply.

10. I am already a Mobitel Pre Paid subscriber. Can I carry my present number to the UPAHARA package?

Yes you can. However the SIM card will need to be changed and you need to follow the standard number portability migration procedure from Pre Paid to Post Paid with the required documents and a membership fee of Rs.1, 000/- (inclusive of all applicable taxes and levies).

11. What is my Credit Limit?

If your connection has been activated via MMS then your Initial credit limit will be set at Rs.1,500/- irrespective of your salary scale. However If your gross salary is more than Rs. 30,000/- a month your credit limit will be enhanced to 10% of your gross salary, once the data entry/modification is completed.

Credit Limit will be further enhanced upon verification by STC for Deputy Directors and above categories.

12. What happens when I fail to make a payment?

If payments are not made on or before the due date the subscriber would be sent a text message (SMS) and a reminder call before any credit action. (The SMS reminder would apply for subscribers with a credit limit of Rs 1500/- and the rest would be notified by a call)

13. Can I access Value Added Services with this?

Yes. You can enjoy all the Value Added Service features, provided your handset supports them.

14. Can I make IDD calls with my UPAHARA?

Yes, IDD is enabled to all customers in UPAHARA package.

15. Can I roam with my UPAHARA package?

Yes, however the deposits would apply for Voice/Video roaming.

16. From where can I subscribe to this package?

- i. STC
- ii. Flagship stores and Excel world
- iii. Mobitel Branches
- iv. SLT Teleshops/RTO offices
- v. SINGER MEGA
- vi. Online Dealer Points
- vii. ARPICO – Hyde Park