

FAQ

Robi Daily Prepaid Browsing Package

What is the Robi Daily Prepaid Browsing Package?

Robi prepaid subscribers are now able to browse internet under an economical bundle package of daily browsing offer.

Who are eligible for the package?

Only Robi prepaid subscribers can buy this package.

How to activate the package?

- Recharge your prepaid account with required amount
- Dial *8444*81#
- Package is activated immediately after successful charging
- Use Internet from your mobile phone or from your PC

Can I avail the service anytime?

Yes, you can avail the service anytime you wish.

What is the service charge for the package?

Tk. 55 (+VAT Tk. 8.25) is required to purchase the package.

How long does it take to activate the package?

The package is activated immediately after successful charging.

Is there any charge for dialing the *8444*81#?

No charge is applicable for dialing *8444*81# for activation.

How can I be sure that the service is activated?

You will receive a notification SMS.

Can I activate the service through SMS?

No. You can only purchase the package by dialing *8444*81#.

What is the package validity period?

The package is valid till the rest of the day, i.e. it expires at 11.59 PM on the date of purchase.

Can I use Internet after my package expires?

Yes. You will be automatically converted to a pay per KB user. Tk. 0.015/KB is applicable for the usage.

What should I do if I don't want to use the package any more?

You need not to do anything. After expiration of the package, you will be automatically converted to a pay per KB user.

It is more than 12 o'clock at night. But still I can use the package. How?

It is normal. It may take an additional hour to expire the package for some users.

What is the maximum usage volume for the package?

You can use maximum 200 MB (Upload + Download + Browse) of internet under a single purchase.

Can I purchase multiple packages in a day?

Yes, you can buy the package several times in a day to increase your ceiling of 200 MB.

If I purchase multiple packages in a day, will my validity period increase?

No, it will not increase the validity period.

How can I check my remaining volume?

Just dial *222*81# to check remaining balance (KB) for the day.

Is there any charge for dialing the *222*81#?

No charge is applicable for dialing *222*81# for query.

I am dialing *8444*81#, but cannot purchase. Why?

- Please make sure that your prepaid account has the required amount (Tk. 63.25)
- There might be a delay due to system procedures

How can I deactivate the service?

You don't need to deactivate. After expiration of the package, you will be automatically converted to a pay per KB user.