

FAQ – Push Mail Service

1. What is Robi Push Mail?

Ans. Robi Push Mail enables you to access emails instantly with true PUSH technology on a wide range of handsets *Anytime, Anywhere*. Send, receive, view, forward, filter, edit and delete emails. Be it attending to business matters, urgent personal issues or a simple "hello!" to a friend, you can do it all with Robi Push Mail.

2. How do I register/deregister this service?

Ans. It's really easy. All you have to do is visit any of our Customer Care Centers and fill-in a service request form. You'll be asked to confirm your connection option and select some preferences. You will get a service activation/deactivation confirmation message sent to your phone.

3. How much will it cost?

Ans. Robi Push Mail monthly subscription fees and activation fees are given below.

Package 1	Unlimited GPRS Plan BDT 750.00 + Monthly Subscription Fee BDT 350.00	1100.00 (excl. VAT)
Package 2	Pay Per Use GPRS Plan + Monthly Subscription Fee BDT 500.00	500.00 (excl. VAT)
Activation fee	Applicable for both packages	500.00 (incl. VAT)

Activation fee is to be paid prior to service activation. Monthly subscription fees will charge with next bill cycle.

4. Do I need to buy an additional handset for Robi Push Mail?

Ans. No, most phones sold in the last couple of years will work fine with Robi Push Mail. Customer will be able get SMS notification in all kind of Handset. However, for MMS and WAP-Push notification alert customer will require a GPRS enabled handset.

5. What settings do I need for Robi Push Mail to work?

Ans. Please create rules for receiving notification.

Please visit <http://myrobi.com.bd>> log in to your account > Go to PushMail Settings > Create your preferred account (YAHOO, HOTMAIL, Gmail or Corporate) > Choose preferred mode of receiving notification (SMS, MMS or Wap Push).

Customers will require a GPRS enable handset to get MMS or Wap Push.

Full details are given in the Robi Push Mail User Manual. Also there is an extensive built in **HELP** section available once you log in to <http://myrobi.com.bd> site.

6. Which emails get sent to my mobile phone?

Ans. Customer has the liberty to create his rules for the email s/he wants to be sent to his mobile He can always choose to block or allow messages from certain senders, so s/he stay in control.

7. Can I select which emails are sent through to my phone?

Ans. Yes. You have complete control over which emails reach your phone. You can set it up so that emails from particular people get sent to your phone. The service also has an in-built spam filter.

8. Will it work with another mobile network?

Ans. Robi Push Mail is only available if your mobile phone is on the Robi network.

9. Can I send emails as well as receive them?

Ans. Yes. You can send emails from your mobile phone using 'create email' commands.

You can also reply to emails using the reply option. These will be charged at our standard SMS/MMS rates.

10. What happens if there's an attachment on my email?

Ans. Attachments are entirely handset dependent. As a general rule, most handsets can accept picture files such as jpegs or gifs.

11. What happens if I change my mobile handset?

Ans. You can continue to use Robi Push Mail. Simply change the Robi Push Mail configuration of your handset.

12. How else could Robi Push Mail affect my mobile phone?

Ans. Your phone's memory might fill up more quickly, as emails will take up space just like ordinary messages. We won't change any settings on your handset though, so everything else should be unaffected. And the extra messages coming through may make you appear even more popular to friends, family and passers-by.

13. How long will it take to receive email?

Ans. Email push will take up to **15 minutes** or more depending on network delay. For better service, please do not keep your Gmail/other web mail account open for a prolonged period if it is configured for Robi Push Mail.

Detailed Information is given in Robi Push Mail User Manual.