

FAQ

Monthly Unlimited Internet Activation for Postpaid

1. What is Robi monthly Unlimited Internet Service?

Ans: Through this service, Robi Postpaid subscribers can avail monthly Unlimited Internet.

2. Who can avail this service?

Ans: All Robi Postpaid Subscribers.

3. How can an eligible customer activate the service?

Ans. To activate the monthly Unlimited Internet, eligible customer sends a SMS writing "A1" to 8555. After getting a notification, the interested subscriber needs to send confirmation SMS writing "Y" to 8555 within 24 hours. Then Sender will receive a notification SMS & service will be activated within 72 hours.

4. How can an eligible customer deactivate the service?

Ans: To deactivate the monthly Unlimited Internet, eligible customer sends SMS writing "A1 OFF" to 8555. Sender will receive a notification SMS & service will be migrated to pay per use within 72 hours.

5. What is the monthly charge to avail this service?

Ans: The monthly charge to avail the service is BDT-750 (excluding VAT).

6. If a customer enjoys the service from the middle of his bill cycle, will he need to pay full monthly charge (BDT 750)?

Ans: No, he only need to pay the charge only for the days he availing the service. Suppose if anyone's bill cycle is 1 to 30. And he activated the service from 20th of the month. In that case he only needs to pay Unlimited Internet charge for 10 days (30-20=10).

7. How long it takes to activate or deactivate the service?

Ans: Within 72 hours.

8. After Unlimited Internet activation when a customer can migrate to other package?

Ans. If a customer wants to migrate from Unlimited Internet to nighttime monthly Unlimited Internet package, it will take 72 hours.

9. I am a prepaid Subscriber, Can I Avail the Service?

Ans: Sorry this service only for Robi Postpaid.

10. Is the key word case sensitive?

Ans. No, the key word is not case sensitive.

11. If a postpaid subscriber have credit limit BDT-300, can he avail this service?

Ans: Yes. He can activate the service. But if he is not increased his credit limit sufficiently, his line will be barred when his bill will generate.

12. If a customer sending a SMS for activation or deactivation but not sending any confirmation SMS (writing Y to 8555), is his request execute?

Ans. No.

13. If a customer deactivates the service, is he enjoying the Internet facility?

Ans. Yes, in that case he can enjoy pay per use package.

14. How an interested customer confirmed that he is enjoying monthly Unlimited Internet?

Ans. After activation customer received a confirmation SMS for his successful activation.

15. If any customer register for service, how long he avail the service?

Ans. Until he unsubscribe the service.

16. If any customer bar for the credit limit, after increasing the credit limit how can he avail the service again?

Ans. After reconnection, the service will be activated automatically.

17. If any customer wish to use Unlimited Internet for consecutive months, is he need to send request for the end of the month?

Ans. No he does not.