

FAQ

Night-time monthly Unlimited Internet for Postpaid

1. What is Robi Nighttime monthly Unlimited Internet for Postpaid?

Ans: Robi General Class Postpaid subscribers can avail Nighttime monthly Unlimited Internet from 12 AM to 8 AM.

2. Who can avail this service?

Ans: Only Robi Postpaid General Class Subscribers (Excluding Employee class, Corporate Class, PCO Class).

3. How can an eligible customer activate the service?

Ans: To activate the monthly Unlimited Internet, eligible customer sends a SMS writing "A2" to 8555. After getting a notification, the interested subscriber need to send a 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 Nighttime monthly Unlimited Internet, eligible customer sends SMS writing "A2 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-275 (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 275)?

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). But if a customer register for the service & then wants to migrate to "Pay per Use", he has to enjoy the package (Nighttime monthly Unlimited) for at least 15 days.

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

Ans: Within 72 hours.

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

Ans: If a customer wants to migrate from Nighttime Unlimited Internet to monthly Unlimited Internet package, it will take 24 hours. But if customer wants to migrate from the service to "Pay per Use", then it will take 15 days.

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

Ans: Sorry this service only for Robi Postpaid (General Class).

10. Is the key word case sensitive?

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

11. If a general class 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 Nighttime monthly Unlimited Internet?

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

15. Is any PCO or Corporate subscriber avail this service?

Ans. No, they are not eligible for the service right now.

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

Ans. Until he is not unsubscribe the service.

17. 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.

18. 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.

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

Ans. If a customer wants to migrate from Nighttime Unlimited Internet to monthly Unlimited Internet package, it will take 24 hours. But if customer wants to migrate from the service to "Pay per Use", then it will take 15 days.