

FAQ

Volume Based Internet Packs for Prepaid

Q1: What are the Volume Based Internet Packs for Prepaid user?

A1: Through "Volume Based Internet Pack", Robi Prepaid subscribers can purchase **1 GB** or **3 GB** or **5 GB** as per his requirement.

Q2: Who are eligible for the service?

A2: Robi **prepaid** subscribers only.

Q3: How can I activate the desired Volume of Internet pack?

A3: To activate 1 GB, subscribers need to dial *8444*85#

To activate 3 GB, subscribers need to dial *8444*84#

To activate 5 GB, subscribers need to dial *8444*83#

Q4: Can I avail the service anytime?

A4: Yes, any prepaid subscriber can avail the service anytime s/he wishes (24 x 7).

Q5: What are the charges for these packs?

A5:

Internet Pack	Charge (without VAT)	Charge (with VAT)
1 GB	Tk. 275	Tk. 316.25
3 GB	Tk. 450	Tk. 517.50
5 GB	Tk. 650	Tk. 747.50

Q6: After dialing the desired activation number (USSD), when the service will be activated?

A6: **Instantly**, after successful charging.

Q7: Is there any charge for USSD dialing?

A7: No charge.

Q8: How long will be the validity of each of the packs?

A8: The validity of each pack will be 30 days from the date of purchase.

Q9: How I will be confirmed that the service is activated?

A9: You will receive a confirmation SMS just after respective USSD dialing.

Q10: Can I activate the service through SMS?

A10: NO.

Q11: After the 30 days validity period, will I be able to use Internet?

A11: YES. You will be then automatically converted to 'pay per use' (1.5 paisa/KB) rate plan.

Q12: Do I need to register first to activate the service?

A12: NO.

Q13: What will I do if I am not interested to use the package any more during the validity period?

A13: You will not have to do anything; after expiration of the package (of which you have chosen), 'pay per use' will be automatically activated.

Q14: Can I purchase multiple packs?

A14: YES, you can purchase as much as you wish i.e. of different volume packs even.

Q15: If I purchase a pack & then purchase another pack without consuming the existing one, what will happen?

A15: In this case, your new purchased volume will be added with your existing volume & validity will be extended up to 30 days from the date of last purchase.

Q16: Say, if I purchase 1GB on 18th April and again purchase 3GB on 25th April, will the validity period be increased?

A16: YES. For the purchase of multiple volume packs where validity of already purchase volume remains, the final validity will be extended up to 30 days on the date of last purchase.

Q17: How can I check my remaining volume?

A17: Just dial *222*81#; it will show the remaining volume in KB (kilobyte).

Q20: Is there any charge involved for this query?

A20: NO.

Q21: If I dial the USSD to purchase a pack where I don't have enough balance in my prepaid account, what will happen?

A21: You will receive an SMS where you will be instructed to recharge your prepaid balance sufficiently.

Q22: Is there any volume limit of purchase?

A22: No such limit is there i.e. you can purchase as much as you need.

Q23: What will happen if I still have some volume left after 30 days?

A23: As your validity will be expired after 30 days, your remaining volume will be of 'NO use'.

Q24: How can I get more information about the service?

A24: For details, please call 123 or 8989 (from your Robi number).

~ Robi reserves the right to change any of the above rules at any point of time ~