

# Mobitel Unites The Nation With Connectivity

As the National Mobile Service Provider, Mobitel extends its deepest, heartfelt condolences to the families of the victims of the Easter Sunday attack in Sri Lanka. Mobitel stands in solidarity with the families of the deceased and with the injured.

Through this difficult time, Mobitel ensured that people remain connected with family and loved ones. The Mobitel network remained up and running, 24×7, to support customers since the unfortunate sequence of events unfolded.

In the immediate aftermath of the dastardly attacks, it was imperative that families and friends could contact each other without delay. Keeping this in mind, Mobitel extended a free reload of 100 rupees for all prepaid customers, ensured that Mobitel postpaid customer connections did not experience disconnections due to delayed bill payments and offered its News Alerts service absolutely free for a week during this grievous period which amounted to a value of over 850 million rupees. Mobitel staff continued to work around the clock to provide its range of services during this challenging time. Its network is geared to withstand any emergency. Throughout this difficult time, Mobitel services remained accessible while customers could even reload their mobiles via the Mobitel website. For added convenience, customers could reload at all supermarkets, pay and go machines, and Commercial Bank and Bank of Ceylon ATM machines across the island to ensure they had the necessary resources to get to safety.

Mobitel even ensured that customers who lost their SIM during the disaster could reconnect with a free SIM on the same number.