

## Senehase Upahara - FAQ

### 1. What is Senehase Upahara?

Senehase Upahara enables your family/friends/loved ones to communicate with each other at a lower cost. You can have one main number with maximum of 5 Senehase Upahara (voice/video) connections and 1 Broadband connection, connected under one account.

### 2. How can I subscribe for Senehase Upahara?

Call over in person at any Mobitel Centre and produce the required documents along with the application, connection fee and refundable deposit. User should be accompanied by the respective Upahara owner or the user should bring a letter of consent from the owner, in the event the users differ from the Upahara owner.

- Please refer FAQ question number 12

### 3. How many Senehase Upahara connections can I obtain?

Maximum of 5 voice/video connections and 1 Upahara broadband connection can be obtained.

### 4. What is Upahara Broadband connection?

Upahara Broadband is a connection connected under the main Upahara account which can utilize the Data bundle offered free

### 5. What is the uplink and downlink speed of this Upahara broadband connection?

The speeds will be 1 Mbps both downlink and uplink.

### 6. What is the charge after the free data bundle is exceeded?

There will be a special free bundle of 1GB data for the broadband connection and any usage over free entitlement will be charged at the rate of Rs.2/- per 10 MB

### 7. I am already a Mobitel Subscriber. Can I convert my package to Senehase Upahara?

Yes. The existing packages such as ACTVF, SRIL, etc can be converted to Senehase Upahara, provided you are eligible for Upahara package and subscribe it as your main number.

#### **8. What are the charges applicable for package changes?**

- a) The existing supplementary voice/video lines can be converted to a “Rental 50 Senehase Upahara connection” free of charge.
- b) The Package change fee from other voice/video packages to Senehase Upahara voice/video and other broadband to Upahara Broadband would be Rs. 100/- and Rs. 250/- respectively.
- c) The standard connection fee of Rs. 1000/- is applicable for a package change from a Post Paid package to an Upahara package as the Main line.

#### **9. Can I make IDD calls with my Senehase Upahara connections (voice/video)?**

Yes. IDD can be activated to all Senehase Upahara (voice/video) connections on customers request and a standard deposit of Rs. 2000/- is charged.

#### **10. Will the Senehase Upahara connections get disconnected, if the Main line is disconnected?**

Yes. All the connections connected under your main account will get disconnected along with the main line including the Broadband connection.

#### **11. Where can I obtain Senehase Upahara connections?**

- a) All Mobitel Branches.
- b) SLT Teleshops/ RTO offices.
- c) SINGER MEGA.
- d) Online Dealer points.
- e) Arpico Super Centers.

#### **12. What are the Required Documents for Senehase Upahara?**

##### **Upahara Main number**

- 1) Duly filled Upahara application agreement form.
- 2) National Identity Card.
- 3) Billing proof (Not required for existing customers/clergies & pensioners)
- 4) Refundable Deposit of Rs. 1500/-. (If a Letter from Head of Department/Administrative officer/Chief clerk or certified salary slip is not furnished)
- 5) Connection Fee of Rs. 1000/-. (inclusive of all taxes and levies)
- 6) Subscriber is expected to pose for a digital photograph at the Center. If the customer does not wish to be photographed, a recent passport-size photograph (3.5cm X 4.5cm) conforming to passport specifications, should be produced

### Senehase Upahara connections (Voice/Video)

The ownership of the Senehase Upahara will be with the original Upahara owner and the Senehase Upahara connections will be billed under main Upahara account.

- **New user should be present in person at a Mobitel center.** He/She should be accompanied by the respective Upahara owner or bring a letter of consent from the original Upahara owner
- The Application agreement form with all applicable details duly filled and signed by original Upahara owner.
- National Identity Card/Valid Driving License/Valid Passport of the new user.
- New user is expected to pose for a digital photograph at the Center. If he/she does not wish to be photographed, a recent passport-size photograph (3.5cm X 4.5cm) conforming to passport specifications, should be produced
- Connection Fee – Rs. 100/-
- Refundable Deposit – Rs. 500/-

### Upahara Broadband

The ownership of the Upahara Broadband will be with the original Upahara owner and the Broadband Upahara connections will be billed under main Upahara account.

- **New user should be present in person at a Mobitel center.** He/She should be accompanied by the respective Upahara owner or bring a letter of consent from the original Upahara owner
- The Application agreement form with all applicable details duly filled and signed by original Upahara owner.
- National Identity Card/Valid Driving License/Valid Passport of the new user.
- New user is expected to pose for a digital photograph at the Center. If he/she does not wish to be photographed, a recent passport-size photograph (3.5cm X 4.5cm) conforming to passport specifications, should be produced
- Connection Fee – Rs. 250/-
- Refundable Deposit – Rs. 1,000/-