

1. What are the Smartplan Products at a glance?

From 22nd April 2013, Grameenphone has launched 3 new Smartplans for Smartphone users. These Smartplans have non-stop internet along with talktime, SMS, and MMS in a single pack. These Smartplans are for our all valued prepaid and postpaid customers (except i-Sim postpaid users).

	Smartplan 299 'Lite'	Smartplan 499 'Medium'	Smartplan 699 'Heavy'
Mobile Internet	Unlimited Internet (FUP at 24kbps after 400 MB)	Unlimited Internet (FUP at 24kbps after 500 MB)	Unlimited Internet (FUP at 24kbps after 650 MB)
Voice Minutes (on-net & off net)	200	400	600
SMS (on-net)	200	400	600
MMS (on-net)	200	400	600
Offer Price (BDT) (excluding 15% VAT)	299	499	699
Validity	30 Days	35 Days	35 Days
USSD Activation Code	*500*299#	*500*499#	*500*699#
SMS Activation Code	<START sp299> to 5000 port	<START sp499> to 5000 port	<START sp699> to 5000 port
Codes to check remaining Voice, SMS, MMS (free)	*500*60# or sms view to 5000	*500*60# or sms view to 5000	*500*60# or sms view to 5000
Codes to check used Internet Volume (free)	*500*61# or sms usage to 5000	*500*61# or sms usage to 5000	*500*61# or sms usage to 5000
Eligible Products	All Prepaid and Postpaid products from GP excluding I-Sim Postpaid	All Prepaid and Postpaid products from GP excluding I-Sim Postpaid users	All Prepaid and Postpaid products from GP excluding I-Sim Postpaid

2. Am I eligible to avail these Smartplans?

All Prepaid and Postpaid customers are eligible to activate this package, except i-Sim postpaid users. Names of the eligible products are - Smile, Djuiice, Nishchinto, Shohoj, Bondhu, Apon, Amontron, Spondon, Business Solution, Ekota, VP, GPPP, I-SIM prepaid and Xplore.

3. How can I activate these Smartplans?

Customers can activate these Smartplans through SMS, USSD, E-Care, Customer Service (call hotline 121), and GP App. Below is the details of each process :

SMS

	Smartplan 299 'Lite'	Smartplan 499 'Medium'	Smartplan 699 'Heavy'
SMS Activation Code	<START sp299> to 5000 port	<START sp499> to 5000 port	<START sp699> to 5000 port

USSD

	Smartplan 299 'Lite'	Smartplan 499 'Medium'	Smartplan 699 'Heavy'
USSD Activation Code	*500*299#	*500*499#	*500*699#

E-care

Manage My Service

- Welcome Tune
- Status
- My Gallery
- Settings
- Friends & Family
- Internet Service
- Missed Call Alert(MCA)
- Call Block Service
- Mobile Backup
- Music Radio
- Prepaid Migration
- E-bill
- Lost Phone Barring
- Request For Service
- Web SMS/MMS
- Phonebook
- Web SMS/MMS History

Promotional Offers

- Boishakhi Offer
- Wi-Fi Blue Zone
- 100 SMS at BDT 5!

INTERNET SERVICE

When-ever, where-ever you want to get online to access the internet, Grameenphone has got the coverage & right solutions that will suit you. Whether you are searching for information or looking for entertainment & social networking on your phone or a laptop/personal computer we have the right packages & devices to cater to your needs.

To know more details about the service, please click [here](#)

Current Status

Active Deactivate My Internet Service

Change Package

* marked fields are mandatory

Current Package	Activation Date	Expiry Date	Remaining Volume	Usage Volume	Change Package
SP299	2013-04-18 13:15:17	2013-05-23 13:02:14		9.18 MB	P1(Pay As you Go) P2(Unlimited) P3(Night Time Unlimited) P4(Daily Pack 150MB) [1 Day] P4(Daily Pack 150MB) [2 Day] P4(Daily Pack 150MB) [3 Day] P5(3GB) P6(1GB) P7(Minipack 15MB) P9(Minipack 99MB) VTS(Vehicle Tracking System Package) P10 (Minipack 3MB) P11 (Minipack 1MB)

*Session Security Code:

Submit

Please check that you have enough balance in your account for package change.
We have sent a Session Security Code to the mobile number registered with eCare

Handset Details & Settings

Currently you are using: **Nokia 5730 XpressMusic** IMEI: 35196

*Get settings for: ALL

*Session Security Code:

Submit

Your eCare Request(s) Refresh Status

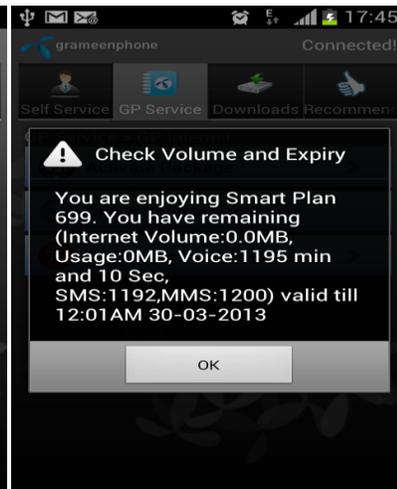
GP App



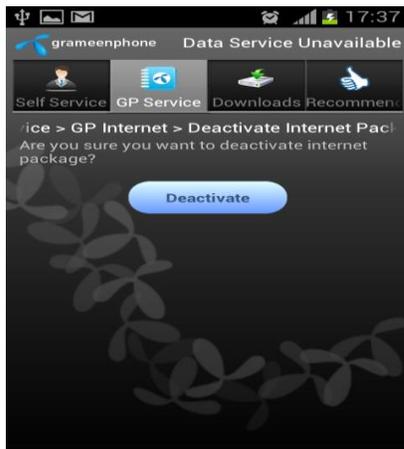
Smartplan Activation



Booster pack Activation



Check balance



Deactivation

4. What is a “Booster pack”?

In the offered Smartplans (3 packages), Fair Usage Policy (FUP) will be applicable after crossing specific volumes of usage (i.e. 400, 500 & 650MB respectively for Lite, Medium, and Heavy pack). i.e. after the above mentioned volume, customers will be able to use internet @24 kbps.

If any customer wants to go back to h/her regular internet speed during the FUP applicable period, h/she can avail a booster of @ BDT 99 (+15% VAT). This booster will allow the customer to again enjoy regular internet speed for upto 200 MB. The booster 200MB data will have the same validity as the respective Smartplan pack the customer is enjoying. Once 200 MB is over (in the same period), customer will again fall into FUP and will enjoy unlimited internet @ 24 kbps till the end of validity period.

5. Do these Smartplans have Auto Renewal Feature?

Yes, Smartplans will be auto renewed automatically if the customer has sufficient balance or credit limit after the expiry date.

6. Can I stop the auto renewal option?

Yes, customers can cancel their auto renewal by sending sms <off> to 5000.

7. I’m an existing EDGE (P1/P2/P3/P4/P5/P6/P7/P9/P10/P11) package customer. Will I be able to migrate to these Smartplans?

Yes, existing EDGE customers can migrate to any Smartplans.

8. Which Internet Package users can opt in to the “Booster Pack” of Smartplan?

Only Smartplan customers can opt in to the Booster Pack.

9. Will the Internet Volume be carried forward in Smartplan?

No, internet volume will never be carry forwarded for Smartplans or Speed booster pack as they are unlimited packs with Fair Usage Policy.

10. What if I purchase booster pack mistakenly before falling into the FUP limit?

In such case, the system will treat the booster volume threshold from the purchase date of any of booster pack. For example : If a customer has 400MB left but still he opts in for Speed Booster pack; the system will consider 200MB Fair Usage Policy for the newly purchased Speed booster pack. Customer will not be able to use 400+200MB at regular speed (rather only 200 MB)

11. Will the other bundled services (Voice, SMS, MMS) be carried forward the time of renewal?

No, carry forward will not be applicable.

12. Will the other bundled services (Voice, SMS, MMS) be carried forward if I repurchase any Smartplan before expiry date?

Yes, in this case the bundle services (Voice, SMS, MMS) will be carried forward and the highest validity date will be set.

13. Will the Internet Volume be carried forward if I repurchase any Smartplan before expiry date?

No, as these are all unlimited Internet Plans, volume will not be carried forward rather the new threshold limit (of the last purchased pack) will be set with the new validity date.

14. What are the conditions for Voice Minute bundle of Smartplans?

Voice minutes will be applicable for all Off Net/On Net (only local operators) call cases including F&F, Super F&F and community. "My Zone" Customer can also avail the offer. However, My Zone discount will be applicable after consumption of the bundle minutes.

15. What are the conditions for SMS and MMS bundle of Smartplans?

SMS and MMS will be applicable for GP-GP only.

16. How can I check my remaining bundle (Voice, SMS, MMS) balance and expiry date?

Customer can check their remaining bundle (Voice, SMS, MMS) and expiry date by the following ways:

SMS : sending "view" to 5000

USSD : *500*60#

Sms charges for 5000 port is free. No charge is applicable through USSD

17. How can I check my Internet usage and expiry date?

Customer can check their Internet usage and expiry date by the following ways :

SMS : sending "usage" to 5000

USSD : *500*61#

Sms charges for 5000 port is free. No charge is applicable through USSD

18. Can I request for a Smartplan when I'm already enjoying the same Smartplan package?

Yes. While enjoying any Smartplan, customer can send request again for the same Smartplan.

19. Do I need to reconfirm (with y/n, after sending the Smartplan activation key word) before purchasing any Smartplan?

New Smartplan users will always have to re-confirm (with y/n) their Smartplan purchase after sending the activation request. However any existing Smartplan

customer taking another Smartplan package will not have to reconfirm after sending the activation request.

Example SMS (for new user): Dear Customer, for Smartplan XXX you will be charged Tk. YY for 30 days (including 15% VAT). If yes type Y or if no type N and send it to 5000

20. I'm a Business Postpaid user. How can I activate Smartplans or speed booster?

Key account managers will follow the same process currently followed for the Internet Package activation for Business Solutions Post Paid Customers. As per the process the BS postpaid customer will request the respective KAM and the KAM will get the Smartplan activated for the customer by the GP activation team.

21. Will I get notifications when I cross my FUP volume quota?

Yes, customers will get relevant notifications when they cross their FUP volume quota.

22. Can I deactivate my Smartplan package instantly?

Yes, it can be canceled/deactivated by sending sms "stop" to 5000. After canceling any Smartplan Internet browsing will not be possible, but remaining Voice, SMS and MMS can be used till expiry date. To check their remaining freebies (only when Smartplan is deactivated) they have to dial the following codes:

- I. Voice: *566*7#
- II. SMS: *566*2# (except for GPPP, VP, BPO); *566*3# (for GPPP, VP, BPO)
- III. MMS: *566*14#

23. Will I get auto renewal notifications before auto renewal?

Yes, all Smartplan customers will get 2 notifications before auto renewal same as existing Internet packages.

24. I'm a volume-based internet pack user (EDGE pack user). If I activate Smartplan then will my remaining data volume from the EDGE pack be added to my Smartplan?

No, user will be enjoying data as per the purchased Smartplan pack. Any previous unused data volume will be invalid after purchasing the Smartplan.

25. Will 10 sec/per second pulse be applicable for Smartplan talktime?

Yes, it is applicable based on existing product modality.

26. At what rate will I be charged (for voice, sms and mms) after finishing the freebies of Smartplan in a given period?

If customer finishes all the given freebies in a given period, s/he will be charged as per his regular package for the voice, sms and mms.