

1st **TO INTRODUCE
IN SPEED
IN COVERAGE**

SLT-MOBITEL FIBRE



Welcome to SLT-MOBITEL National Fibre!

You're with Sri Lanka's leading digital and ICT service provider, and international operator, revolutionising the country with an expansive 65,000+ km fibre coverage. With our robust network connected by 5 submarine cables, we offer you the fastest and most comprehensive broadband experience via SLT-MOBITEL, linking our nation to the global community.

A SINGLE FIBRE CONNECTION WILL GIVE YOU...



Internet



Voice



PEOTV
(up to 3 connections)

FEATURES:

Ultrafast download speeds of up to 300Mbps / 1000Mbps and upload speeds of up to 150Mbps / 500 Mbps

Seamless connectivity of multiple devices

UHD quality video streaming

Lowest latency for gaming

An array of TV channels with TrueHD quality and multiple TV connections

Crystal-clear HD quality voice

Lifetime warranty with 24x7 free maintenance (T&C apply as per customer agreement)

MANAGE YOUR CONNECTIONS WITH MySLT

Your all-in-one application for an easy and seamless SLT-MOBITEL user experience, anytime, anywhere... from a single tap.



Manage up to 4 connections for 4 users



Track real time, daily data usage



Buy extra GBs



Activate data add-ons and upgrade packages



View your bill and pay instantly



Report connection-related issues and keep track of your queries

REGISTRATION

Get onto MySLT App easily in just a few simple steps



or visit MySLT Portal via <https://myslt.slt.lk>



Sign in with your **mobile number**
FB or Gmail account



Connect your app using
your SLT-MOBITEL Account Number



Call **1212** if you come across any sign-in issues

Make things even easier with
voice command access to
key MySLT functions through
Alexa!

- Add MySLT skills to Alexa
- Launch MySLT in Alexa
- Login to MySLT
- Just say "Alexa, open MySLT"

Download Alexa App



CONVENIENT BILL PAYMENT OPTIONS

Pay your bills easily through any of the below
methods!



MySLT App /
Portal



Bill online portal via
www.slt.lk/en/payonline



Payment
kiosks

Mobile wallets
/ Apps



Scanning QR
code on bill
or eBill



SLT-MOBITEL
outlets



Banks and
supermarkets



FIBRE BROADBAND

You're with a fibre connection that can deliver speeds of up to 300Mbps / 1000Mbps at the highest quality of service, opening a million possibilities for you.



WI-FI COVERAGE

A Wi-Fi 5 router to enhance coverage and higher performance.

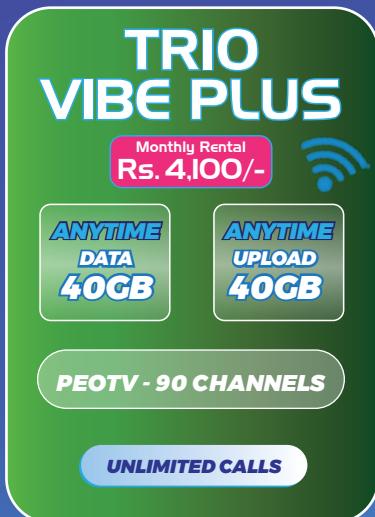
ETHERNET

Access the internet via an ethernet cable to benefit from the full speed of the connection.



Fibre TRIO

The Bundles Powering Broadband, PEOTV, and Voice exclusively from
SLT-MOBITEL Fibre TRIO bundle packages,
tailored to meet different customer requirements.



The fastest and most economical
Home Broadband Solution in Sri Lanka.

Choose the perfect package type for you and your entire family!

Stay longer, use more and get more data
with the ONLY HOME BROADBAND
connection at no cost

Anytime Packages

No time-based restrictions for the usage
of the data bundle

Unlimited Packages

Unlimited data to access the internet

Hungry for data because your monthly package has run out of GBs? Get extra GBs with special add-on data bundles uniquely designed for your extra needs.

For package details visit
www.sltnmobitel.lk



>// FIBRE

FASTEST
MOST STABLE
UNSTOPPABLE

FibreOn



UNLIMITED DATA PLANS

Enjoy blazing speeds from **100 Mbps to 1000 Mbps**
With **Unlimited data and voice packages.**

PACKAGE NAME	APPLICABLE SPEED (DOWNLOAD/UPLOAD)
Unlimited Home	100Mbps/50Mbps
Unlimited Home Plus	200Mbps/100Mbps
Unlimited Twin	200Mbps/200Mbps
Unlimited Pro	500Mbps/200Mbps
Unlimited Edge	750Mbps/250Mbps
Unlimited Turbo	1000Mbps/300Mbps

HAPPY DATA DAY

Play, stream, binge, download,
to your heart's content on any day of your choosing.
Just pick one day of the year and enjoy 24 hours of

Unlimited Free Data!



MySLT App/portal > More > Happy Day > Pick the day

 **FIBRE**

 **4G LTE**

 **ADSL**

Stick to your home WiFi
with 7 apps, all 7 days!



7xFun

Enjoy 7 days of your 7 favourite apps
with our 20GB recurring bundle!
That's fun at home for everyone!

Subscribe through MySLT App



Everything you need to work & learn from home

Working or studying from home?
Or managing your business on virtual platforms?
Use your favourite meeting platforms without
consuming data from your standard data bundle,
extra GB or bonus data!



LYNKEE
FROM SLTMOBITEL

Subscribe through MySLT App



SLT-MOBITEL

UNLIMITED

Entertainment



NETFLIX

tv+

prime video

PEO
MOBILE



+

Watch your favourite movies and
TV shows in UHD quality and
groove to your favourite tunes
without interruptions!

Subscribe through MySLT App





Enjoy an unmatched gaming experience with extremely low data costs on the lowest latency gaming data bundle!

Being the pioneer of the eSports industry in Sri Lanka, empowered by digital technology, SLT-MOBITEL continues to facilitate resources for the enhancement of the industry, aiming to promote 'responsible gaming'.



Subscribe through MySLT App



Stream Your Games on

YouTube

**SLT-MOBITEL's
Gaming Add-ons!**

Gamer Lite Bundle

25GB

Gamer Premium Bundle

100GB

Streamer Premium Bundle

150GB

YOUTUBE & MESSENGER

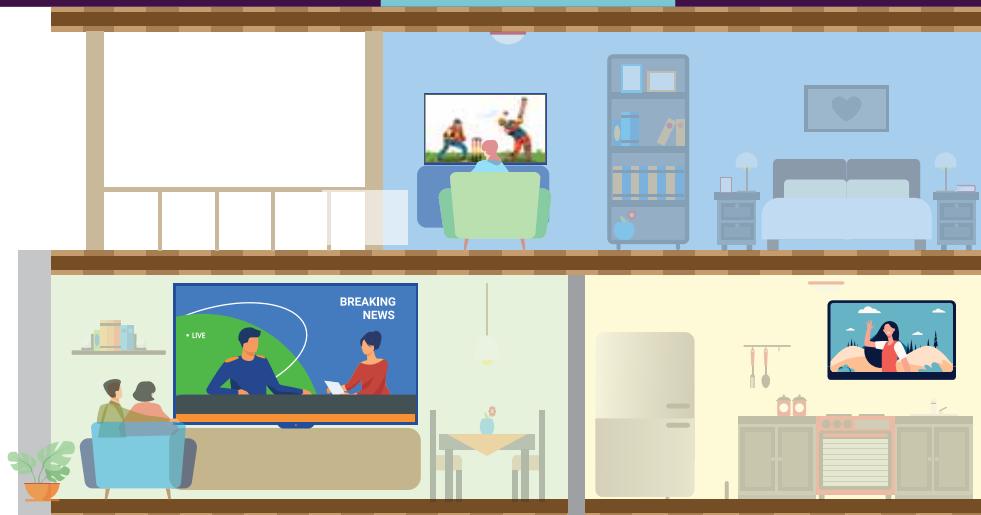
Watch the latest updates from your favourite YouTube channels in UHD quality and connect with your favourite Messenger apps!



Subscribe through MySLT App



PEOTV



Your number one source for the best local and global entertainment! With up to 3 PEOTV connections from a single fibre connection, multiple users can watch their preferred programme simultaneously from anywhere at home.



HD channels

Enjoy the best local and global entertainment in crystal-clear quality.



PEO MOBILE App

Watch your favourite movies and TV shows while on the go.



Time Shift TV (TSTV)

Pause and rewind live TV & get access to 48 hours of Catch-up content.



Picture in Picture (PIP)

Watch 2 channels at the same time on a single screen.



Subscription Video on Demand (SVOD)

Multiple packs of movies in Sinhala, Tamil, English, Malayalam, Telugu & Hindi at affordable monthly subscriptions. The movies will be refreshed every month.



Parental Control

Make sure your kids only watch content that is suitable for them by restricting channels, TV programmes and movies according to your preference.

By choosing SLT-MOBITEL, you opt for the premium voice provider in the country, offering voice facilities for the entire family through a secure and healthy connection.

- **Rs. 747/- (monthly) for the whole family UNLIMITED call to any network**
- **Enabled voice service with IDD**
 - **IDD rates: <https://www.slt.lk/en/personal/international/slt-idd/idd-rates>**
- **Reliable and superior UHD quality voice**

- **Experience crystal-clear, unlimited landline calls**
- **Enjoy cordless freedom and flexibility throughout your home by using a cordless device**



Select your phone from a range of options by visiting



SLT-MOBITEL Lifestore via
<https://lifestore.lk/>



your nearest
SLT-MOBITEL
outlet

Activate best calling plans : Call 1212 or visit nearest SLT-Mobitel outlets



POWER LINE ADAPTER

Carries internet and PEOTV signals through home electrical wiring to other places within the premises.

- Cost effective
- No need for additional wiring / drilling of holes



WI-FI EXTENDER

Boosts the Wi-Fi signal to previously unreachable or hard-to-wire areas, increasing range.

- No need for additional wiring / drilling of holes



WI-FI MESH

Provides wider coverage, eliminates dead zones and ensures a more consistent Wi-Fi experience throughout the entire area.

- Perfect for larger homes / office spaces where a single router's coverage is insufficient

To purchase these devices and more visit:



SLT-MOBITEL Lifestore via
<https://lifestore.lk/>

or



your nearest
SLT-MOBITEL
outlet

Coming Soon...

**Get the fastest fibre connection
wherever you are at home
with **SLT-MOBITEL**
Fibre to the Room!**



**Now for the FIRST time in Sri Lanka
FIBRE TO THE ROOM**

***Enjoy uninterrupted, hassle-free internet connectivity
in every room at your home or office.***

Experience optimum performance with the **SLT-MOBITEL FTTR** solution!

1212



THE
ABSOLUTE
ENDPOINT
FOR YOUR
DATA
SECURITY.

Secure your devices!
SLT-MOBITEL offers exclusive
annual or monthly subscriptions
for Kaspersky products to
safeguard your privacy and data

kaspersky

SINGLE LICENCE
SINGLE CONSOLE
SINGLE DASHBOARD



To purchase please
visit:



SLT-MOBITEL Lifestore via
<https://lifestore.lk/>

or



your nearest
SLT-MOBITEL
outlet

or



MySLT
App

A Cloud storage and sharing solution designed to be easy to use and universally accessible through mobile apps & web interfaces

Prepaid & postpaid packages available sign up from MySLT App/portal



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A special phone service exclusively for children to contact their parents from school. Make a call to any of the four pre-nominated telephone numbers from the SLT-MOBITEL phone installed in or off the school premises.

**For more info
dial 1212**





E-ticketing

Reserve your train seats anytime, anywhere. Simply dial 1265 to get started.



Channel doctors at your own convenience at eChannelling registered hospitals or channelling centres.



To channel
call 1225

or



visit <https://www.echannelling.com/>



ANANTHAYA



A Relationship For Life™

Exclusive
benefits for
SLT-MOBITEL
customers

Ceylinco SLT-MOBITEL Ananthaya

An insurance plan made with Sri Lanka Insurance Corporation for SLT-MOBITEL Fixed and Mobile customers. If you're 18 to 70 years old and signed up, you can get an insurance cover worth five times your monthly bill each year.

TELEHEALTH

Stay ahead of your health with health covers that provide financial assistance for hospitalisation. Our partnership with Ceylinco Insurance provides hospitalisation support plans exclusively for SLT-MOBITEL customers.



Accidental bodily injury



Any sickness



Any surgery

TELELIFE



Our partnership with Sri Lanka Insurance Corporation, provides life insurance at affordable premiums which can be paid along with the SLT-MOBITEL Home telephone bill each month.

Automate and digitise your home with internet-connected devices that let you monitor and manage your electronic appliances, and even your lighting, remotely.



For more information visit
<https://www.slt.lk/smart-home>

AUTOMATED SELF SERVICES

Automated self-service facilities that will assist and support you in your preferred language

MySLT App/ MySLT Web portal

Voice Self Service via 0112121212

(Use your SLT-MOBITEL fixed line or registered mobile number)

SMS 1212

(Use your registered mobile number to SMS 1212)

Corporate web site: sltmobitel.lk

Online Sales Portals

Apply for new connections by accessing the Fibre online portal
<https://sltmobitel.lk>

Book a call

Send a 1212 IVR message to book a call during your free time between 2.30 pm - 5.30 pm



AGENT SERVICES

Benefit from our premium agent service

1. Call Centre service via hotline 1212
2. Send Email to 1212@slt.com.lk
3. Social media support



Hi!
I'm **KITO**



The latest Virtual Customer
Service Assistant of SLT-MOBITEL!

**Now Ready to serve at your
convenience with:**

- 24/7 service availability
- No queues
- Trilingual (Sinhala / Tamil / English)

Services available:

- Product / Bill / General information
- Data / GB balance details
- Extra GB / Add On purchases
- New connection requests

You can find me on:

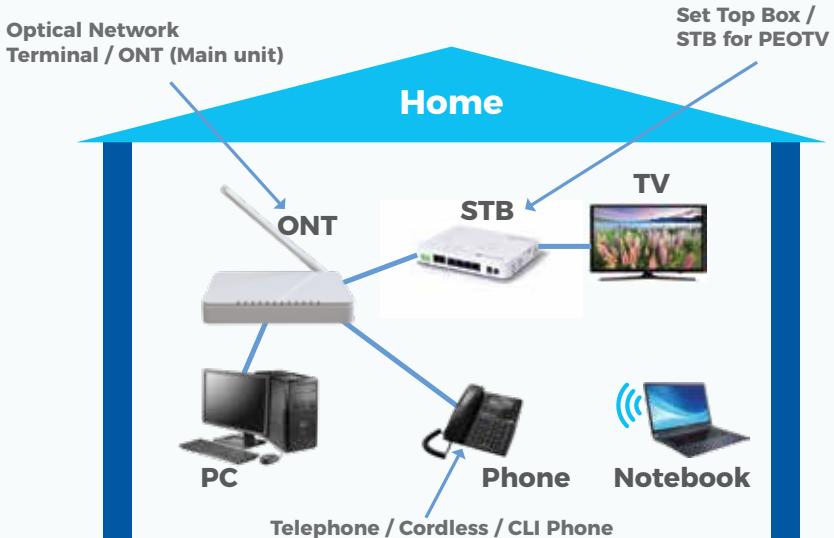
- 🌐 Web: www.sltmobitel.lk > Fixed
- Messenger: SLT-MOBITEL > Home
- WhatsApp: +94 11 200 1212
- MySLT App

See me evolve, and take on even more tasks in the future!

MAINTENANCE & TROUBLESHOOTING

Equipment required for SLT-MOBITEL Fibre Service

Following main units will be installed at your home / office at the time of providing the SLT-MOBITEL Fibre Service.



ONT (Optical Network Terminal)

ONT is the main unit that will be provided & maintained by SLT-MOBITEL.

STB (Set Top Box)

STB is required for the provision of PEOTV service via SLT-MOBITEL Fibre & this will be provided & maintained by SLT-MOBITEL.

*The ownership of the ONT & STB lies with SLT-MOBITEL.

Phone

The phone could be purchased by the customer separately.

*The ownership lies with the customer.

For more details, refer to the customer agreement T&C.

FIBRE ONT

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ZTE	-	https://youtu.be/hodspAfV4FI?si=tZ0ljOTafa8Q-xR2
HUAWEI	-	https://youtu.be/YR9GBQcpyzE?si=Hv5mjtDkWJUrflmF
NOKIA	-	https://youtu.be/_AG-sLHkiDQ?si=YYoom1RJ4l7vRp1k
Tenda	-	https://youtu.be/lpeszlXx6tQ?si=6FdNwSkOCQUvtccm
C-DATA	-	https://youtu.be/vJO3ZMBMbaI?si=ciuqW-ppHZdwbkAI

ONT TROUBLESHOOTING

Check the status as shown below before doing the quick set up.

If you are having an issue with the internet connectivity, check the status to identify the error and take the required action.



Actual product may vary based on device model



LED INDICATOR	STATUS	DESCRIPTION	ACTION REQUIRED
POWER (Green)	ON OFF	ONT power on. ONT power off.	No Switch on the ONT.
PON (Green)	ON Flashing OFF	ONT has completed the registration process. ONT is registering. ONT has not started the registration process.	No Be patient, it will be stable. Check LOS status. If it is off, call 1212.
LOS (Green)	ON Flashing OFF	The optical module of the PON interface is powered off. The receiving optical power is weak. The receiving optical power is normal.	Check your Fibre connectivity. Call 1212. No
INTERNET (Green)	ON Flashing OFF	The internet connection has been established. The data is transmitted via the internet connection. Internet connection is not working.	No No Check your Broadband Username and Password or call 1212.
LAN 1-3 (Green)	ON Flashing OFF	The Ethernet interface is connected. Data is transmitted via the Ethernet interface. Ethernet interface is not connected to any terminal device.	No No Check your Ethernet cable.
Phone 1/2 (Green)	ON Flashing OFF	Voice account is registered. Voice account is registered. Call is in progress. Unable to register Voice account. (For single Voice connection Phone 2 is always OFF)	No No Call 1212.
Wi-Fi (Green)	ON Flashing OFF	The WLAN interface has started. Data is transmitted via the WLAN interface. WLAN interface is forbidden.	No No Press Wi-Fi button and check.
Link	Green solid Off	GPON link between ONT and OLT is operating normally. GPON link is down or no link connected.	No Call 1212.
Auth	Green solid Green flashing Off	ONT is authorised. ONT is in process of ranging or synchronising on OMCI. ONT is not authorised	No Be patient, it will be stable. Call 1212.

