SLTMOBITEL
The Connection

1st

TO INTRODUCE
IN SPEED
IN COVERAGE

SLT-MOBITEL FIBRE

FibreOn

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)
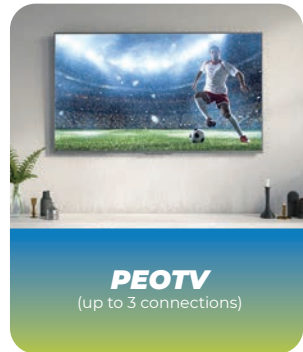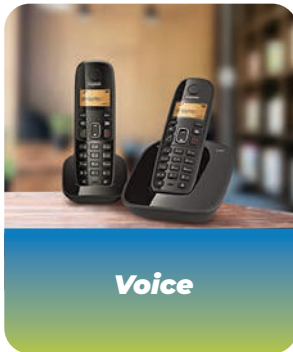
FEATURES:

- 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

Download on the **App Store**

GET IT ON **Google Play**

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

Download on the App Store

GET IT ON Google Play

CONVENIENT BILL PAYMENT OPTIONS

Pay your bills easily through any of the below methods!

MySLT App / Portal	Mobile wallets / Apps
Bill online portal via www.slt.lk/en/payonline	Scanning QR code on bill or eBill
Payment kiosks	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.
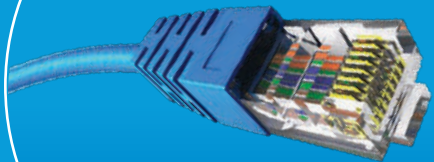
WI-FI COVERAGE
A Wi-Fi 5 router to enhance coverage and higher performance.

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.

TRIO VIBE

Monthly Rental
Rs. 3,530/-

ANYTIME DATA 40GB

ANYTIME UPLOAD 40GB

PEOTV - 75 CHANNELS

UNLIMITED CALLS

TRIO VIBE PLUS

Monthly Rental
Rs. 4,100/-

ANYTIME DATA 40GB

ANYTIME UPLOAD 40GB

PEOTV - 90 CHANNELS

UNLIMITED CALLS

TRIO SHINE

Monthly Rental
Rs. 4,950/-

ANYTIME DATA 100GB

UNLIMITED ANYTIME UPLOAD

7xFun Bundle ADD-ON 25GB

PEOTV 75 CHANNELS

50 GB EAZY STORAGE

UNLIMITED CALLS

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

Starting from Rs. 1,790/-

Value Packages
Time-based packages that come along with standard data and free data

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.sltmobitel.lk

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

7x Fun

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!

zoom | Microsoft Teams | Google Meet | LYNKED FROM SLTMOBITEL

Subscribe through MySLT App

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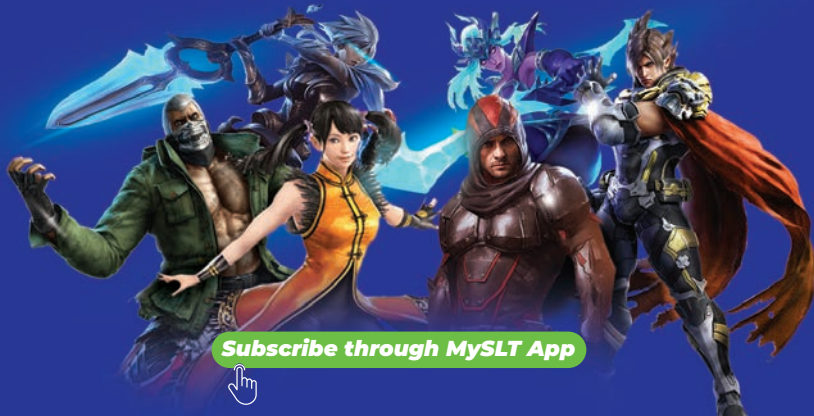
Enjoy an unmatched gaming experience with extremely low data costs on the lowest latency gaming data bundle!

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

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.

TRUE HD

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.
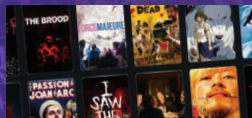
Time Shift TV (TSTV)

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**

or

Select your phone from a range of options by visiting

✓ SLT-MOBITEL eTeleshop via **https://eteleshop.slt.lk**

✓ your nearest **SLT-MOBITEL outlet**

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

ENHANCE WIFI COVERAGE

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 eTeleshop via **https://eteleshop.slt.lk**

or

✓ your nearest **SLT-MOBITEL outlet**
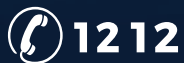
Coming Soon...

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!

📞 **12 12**

EAZY**STORAGE**

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
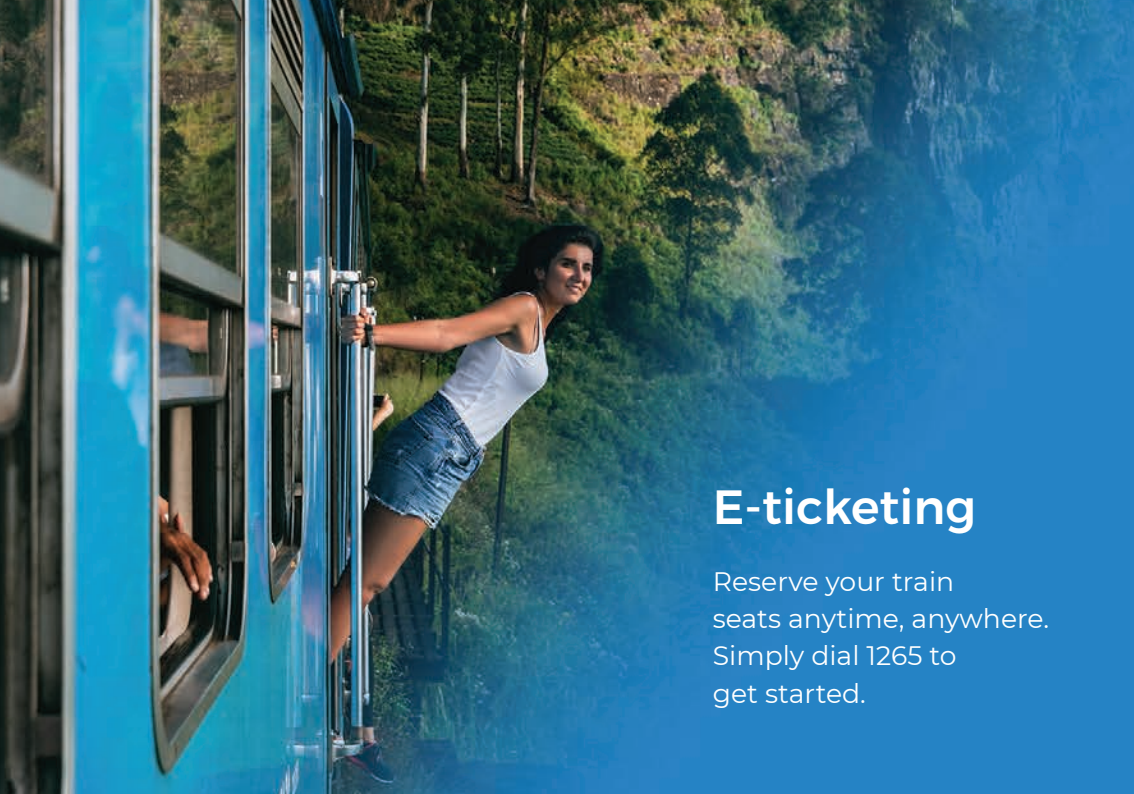
සිසු CONNECT

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**

School

E-ticketing

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

eCHANNELLING
by SLTMOBITEL

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

To channel
call 1225

or

visit https://www.echannelling.com/

CEYLINCO LIFE®

A Relationship For Life™

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

SLIC Sri Lanka Insurance

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.

SmartHome
by SLTMOBITEL

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

AUTOMATED SELF SERVICES

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
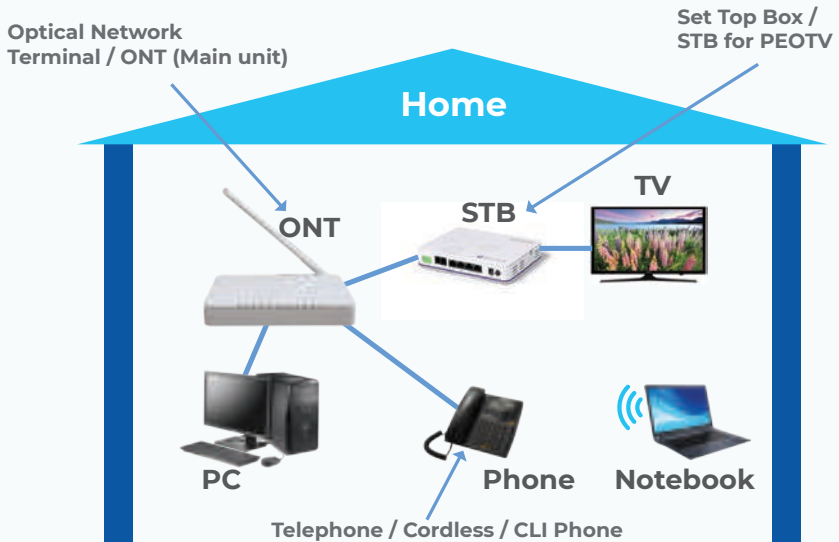- New connection requests

You can find me on:

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

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

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.

Optical Network Terminal / ONT (Main unit)

Set Top Box / STB for PEOTV

Home

ONT

STB

TV

PC

Phone

Notebook

Telephone / Cordless / CLI Phone

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.

ONT INSTALLATION

Connect the equipment as shown below and connect your personal computer to the router. For more details contact 1212.
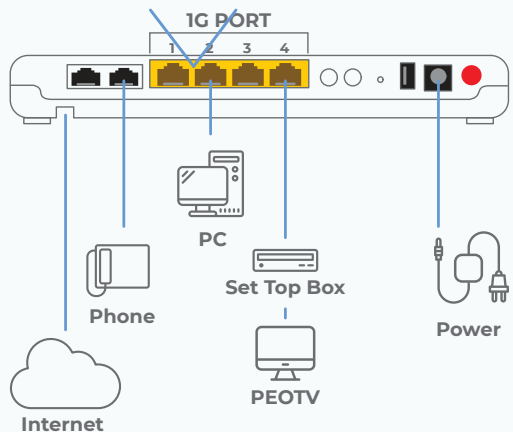
Fibre Connector

Telephone Cable

1. ONT must be placed in a proper location where connectivity for the instruments can be obtained easily with less interference from other Wi-Fi signals.

2. ONT must be fixed in a way where the ports of the ONT are headed downwards.

3. ONT must be fixed 1 metre from ground level.

4. Connect the telephone cable (image 2) to the telephone port of the ONT.

5. Keep all the codes / connectors neatly arranged and protected.
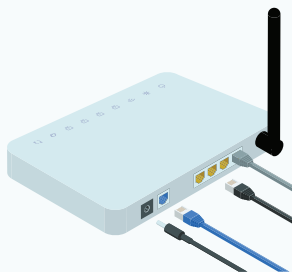
1m distance from ground level

1G PORT

1 2 3 4

Phone

PC

Set Top Box

Power

Internet

PEOTV

Actual product may vary on device model

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