

CHUNK 1 – ZONG’S HISTORY & CONTRIBUTIONS IN PAKISTAN

Zong (CMPak Limited) is the Pakistani subsidiary of **China Mobile Communications Corporation**, the world’s largest telecom operator in terms of subscribers. Zong was launched in **2008** after China Mobile acquired **Paktel**, marking it as the **first foreign-owned mobile operator in Pakistan**. From its inception, Zong has remained at the forefront of telecom innovation in the country, initially focusing on GSM services, and gradually becoming a pioneer in **3G and 4G** technologies.

In 2014, Zong became the **first operator in Pakistan to launch 4G LTE services**, having secured a 10 MHz spectrum in the 1800 MHz band. It now offers 4G services to over **14,000 cities and towns**, with **14,000+ operational 4G cell sites**, making it the largest 4G network in Pakistan. It was also among the first to **test 5G in Pakistan**, achieving download speeds above 1 Gbps in trials.

Zong’s contributions go beyond connectivity. The company is a leader in **Corporate Social Responsibility (CSR)**, having implemented programs in:

- **Digital inclusion for women** through digital skills training in rural areas.
- **Disaster relief** efforts, including donations during COVID-19, floods, and earthquakes.
- **E-health and e-learning** solutions in collaboration with the government and NGOs.
- Participation in **ICT skill development programs** with HEC and UNDP.

In terms of innovation, Zong has launched various **IoT initiatives** such as smart city trials, fleet management, and energy monitoring systems. Its vision of “Let’s Get Digital” is focused on bridging the digital divide across Pakistan through infrastructure and app-based solutions like My Zong App, MBB (Mobile Broadband), and eSIM support. Zong’s B2B segment also supports enterprise solutions, VPNs, M2M SIMs, and customized APNs for corporate clients.

As of 2023, Zong serves over **45 million subscribers**, of which a large portion are 4G users. Its efforts have contributed significantly to Pakistan’s digital transformation, especially in underserved regions where Zong extended mobile internet coverage ahead of other operators. Zong also invests in modernizing its call centers, onboarding e-commerce services, and expanding walk-in centers nationwide to ensure accessibility.

With strong backing from China Mobile and continued investment in Pakistan’s telecom infrastructure, Zong remains committed to **digital inclusion, affordability, and innovation** for every Pakistani citizen.

CHUNK 2 – DATA BUNDLES (DAILY, WEEKLY, MONTHLY, NIGHT, ADD-ONS)

Zong provides a wide range of data bundles designed for different user needs—whether daily, weekly, or monthly. These offers include general internet, social bundles (for apps like WhatsApp, Facebook, YouTube), nighttime data, and flexible add-ons.

◆ **Daily Data Bundles:**

1. **Daily Basic** – 100 MB for PKR 15. Validity: 1 day. To subscribe: dial *6464#.
2. **Daily Data Max** – 1 GB (500MB for day + 500MB for night) for PKR 38. To subscribe: dial *5#.
3. **Daily YouTube Bundle** – 500 MB for YouTube only for PKR 8. To subscribe: dial *198#.
4. **Daily Social Pack** – 2 GB for WhatsApp, Facebook, YouTube, IMO for PKR 46. To subscribe: dial *386#.
5. **Daily GNO (Good Night Offer)** – 2.5 GB (1AM–9AM) for PKR 23. To subscribe: dial *6464#.

These daily bundles are ideal for users needing light browsing, video streaming, or social media on a budget. Most expire at midnight unless otherwise stated.

◆ Weekly Data Bundles:

1. **Super Weekly Plus** – 8 GB for PKR 370. Ideal for video streaming and social browsing. Validity: 7 days. Subscribe via *20#.
2. **Weekly YouTube Offer** – 8 GB YouTube data for PKR 120. Subscribe via *570#.
3. **Weekly Social Offer** – 5 GB for WhatsApp, YouTube, FB, IMO at PKR 140. To subscribe: dial *660#.
4. **Weekly Pro** – 40 GB data + 5000 Zong mins + 250 off-net mins for PKR 550. Dial *7940#.
5. **Weekly AIO (All-In-One)** – 4 GB + 5000 Zong mins + 60 off-net mins + 5000 SMS for PKR 300. Dial *707#.

These bundles are aimed at users with moderate to heavy data usage needs across multiple apps or for hybrid use.

◆ Monthly Data Bundles:

1. **Monthly Basic 3 GB** – 3 GB for PKR 250. For casual browsing. Subscribe via *6464#.
2. **Monthly Mini 5 GB** – 5 GB (1GB/day max) for PKR 300. Good for daily users.
3. **Monthly Premium 20 GB** – For PKR 600. Best for heavy app usage. Dial *6464#.
4. **Monthly Max 30 GB** – Split as 20 GB (Anytime) + 10 GB (1AM–9AM) for PKR 1000.
5. **Digital Max** – 100 GB + hybrid services (calls/SMS) for PKR 2000. Only via app.
6. **Monthly Super Card** – 10 GB, unlimited Zong mins, 300 off-net, 10,000 SMS for PKR 1300. Dial *5501#.
7. **Monthly Pro Plus** – 50 GB, 10,000 Zong mins, 600 off-net mins, 10,000 SMS at PKR 1800. Dial *1500#.

Monthly data offers cater to both basic and power users. They are budget-friendly on a per-MB basis and ideal for consistent users.

◆ Add-On Internet Offers:

Add-ons help when your main bundle ends before the expiry date. They do not extend bundle duration.

1. **Basic Add-on** – 500 MB for PKR 25. Dial *6464#.
2. **Data Max Add-on** – 2 GB for PKR 120. Ideal for heavy usage day or emergencies.
3. **Social Add-on** – 1 GB for WhatsApp and Facebook at PKR 20.
4. **Night Add-on** – 5 GB (1AM–9AM) for PKR 50.

Add-ons are activated instantly and can be layered over existing data packages. They are commonly used to avoid out-of-bundle charges.

◆ Fair Usage & Expiry Notes:

- Zong implements **Fair Usage Policies (FUP)**, especially on unlimited bundles.
- Data is usually throttled after limits are hit or when SIM is used outside designated usage hours.
- Data rollover is not typically supported unless part of a corporate or special offer.

CHUNK 3 – VOICE, SMS & HYBRID BUNDLES (ALL TYPES)

Zong offers a range of voice, SMS, and hybrid (all-in-one) packages for prepaid users. These include daily, weekly, monthly, and location-based options. These bundles are ideal for people who want cost-efficient options for regular communication across Zong and other networks in Pakistan.

◆ Daily Voice Bundles:

1. **Zong Full Gup:** 75 on-net mins, 100 SMS, 30 MB @ PKR 5. Validity: 1 day. Dial *118*1#.
 2. **Zong Bol Day Offer:** Unlimited Zong to Zong minutes + 150 MBs for 24 hours @ PKR 14. Dial *888#.
 3. **Student Bundle:** 120 Zong mins + 2,000 SMS @ PKR 8. Valid 1 hour. Dial *3000#.
 4. **Shandaar Daily:** 500 on-net mins, 50 MB, 500 SMS for PKR 14. Dial *999#.
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◆ Weekly Voice Bundles:

1. **All-In-One Weekly:** 4 GB, 5000 Zong mins, 60 off-net, 5000 SMS @ PKR 300. Dial *707#.
 2. **Haftawar Load Offer:** 12 GB, 5000 Zong mins, 80 off-net @ PKR 370. Dial *70#.
 3. **Super Weekly Max:** 25 GB data + Unlimited Zong mins @ PKR 400. Great for heavy use. Dial *220#.
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◆ Monthly Voice Bundles:

1. **Monthly Super Card:** 10 GB + Unlimited Zong mins, 300 off-net, 10,000 SMS @ PKR 1300. Dial *5501#.
 2. **Monthly Pro:** 50 GB + 10,000 Zong mins + 600 off-net mins @ PKR 1800. Dial *1500#.
 3. **Supreme Hybrid:** 30 GB + 6000 on-net mins + 300 off-net mins + 6000 SMS @ PKR 1000. Dial *3030#.
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◆ SMS Bundles:

1. **Daily SMS:** 800 SMS @ PKR 4. Dial *700#.
 2. **Weekly SMS:** 1500 SMS + 200 MB @ PKR 21. Dial *702#.
 3. **Monthly SMS:** 5000 SMS for 30 days @ PKR 50. Dial *705#.
 4. **Social SMS Pack:** 500 SMS + 500 MB WhatsApp @ PKR 10/day.
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◆ Hybrid Packs:

Zong's hybrid bundles combine data, calls, and SMS for one fixed price, suitable for balanced users.

1. **My5 Offer:** Add 5 friends to get unlimited Zong calls, 10 GB data, 500 off-net mins @ PKR 500/month. Dial *5555#.
 2. **Social Max:** 20 GB (social only) + 500 Zong mins + 100 off-net @ PKR 700. Dial *6000#.
 3. **Triple Pro Max:** 600 GB internet, 10,000 Zong mins, 1000 off-net, 10,000 SMS @ PKR 3000. Use via app.
 4. **Digital Max:** 100 GB + unlimited Zong mins + 1000 off-net + 10,000 SMS for PKR 2000. Available in app only.
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◆ General Notes:

- All offers auto-expire unless renewed manually.
 - Unused resources do not roll over.
 - Hybrid offers change frequently; always check latest prices with *6464#.
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✓ CHUNK 4 – MBB & INTERNET SIM PACKAGES (INCLUDING DEVICES)

Zong provides dedicated data SIMs and Mobile Broadband (MBB) devices. These SIMs support only data (no voice/SMS) and can be used in dongles, WiFi routers, or tablets.

◆ Internet SIM Plans:

1. **Monthly 150 GB Plan:** 75 GB (Anytime) + 75 GB (1AM–9AM) for PKR 2000. Valid 30 days.
 2. **Monthly 175 GB Plan:** 100 GB (Anytime) + 75 GB (Night) @ PKR 2100.
 3. **Internet SIM 130 GB:** 50 GB + 80 GB (Night) @ PKR 1850.
 4. **Add-ons:** 20 GB @ PKR 100 (Night) and 50 GB @ PKR 250. Dial *6767# from device.
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◆ MBB Devices:

1. **Zong 4G Bolt+ (Huawei/Maxtel)** – Portable WiFi device with SIM inside. Cost ~PKR 3000.
 2. **Zong 4G Wingle** – Plug-and-play USB dongle. Cost ~PKR 2500.
 3. **Battery Time:** 6–7 hours (for Bolt+), supports 10 devices.
 4. **Speed:** Up to 150 Mbps download depending on signal strength.
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◆ Long-Term Plans:

1. **3-Month Plan:** 65 GB/month @ PKR 3750.
2. **6-Month Plan:** 105 GB/month @ PKR 6000.
3. **12-Month Plan:** 105 GB/month @ PKR 15000.

Zong MBB SIMs can be managed via **192.168.8.1** admin portal or **My Zong App** (with limited features).

✓ CHUNK 5 – LOCATION-BASED OFFERS (APNA SHEHR BUNDLES)

Zong offers city-specific “Apna Shehr” bundles for regional users. These are economical hybrid packages with better GB/minute balance than standard offers.

◆ Popular Cities & Offers (via *4466#):

- **Peshawar Offer:** 5 GB, 1000 Zong mins, 30 off-net @ PKR 130.
- **Multan Offer:** 8 GB, unlimited Zong mins @ PKR 170.
- **Faisalabad Offer:** 10 GB, 500 Zong mins, 100 SMS @ PKR 200.
- **Bannu Offer:** 5 GB, 1000 on-net mins, 30 off-net @ PKR 130.
- **Gilgit Offer:** 3 GB, 1000 Zong mins @ PKR 100.

◆ Activation:

- Dial *4466#, select your city, and choose from active bundles.
- Offers are geo-restricted and change dynamically based on availability.

CHUNK 6 – INTERNATIONAL SERVICES & ROAMING (IDD + IR)

Zong offers International Direct Dialing (IDD) and International Roaming (IR) bundles for users who wish to communicate with people abroad or travel internationally. These include discounted call rates, roaming data, and hybrid options that are affordable compared to standard global rates.

◆ International Direct Dialing (IDD):

IDD allows users to make calls to other countries at reduced rates via dedicated bundles. Popular IDD offers:

1. **IDD Saudi Arabia Bundle**
 - 120 minutes to KSA @ PKR 400
 - Validity: 7 days
 - Activation: Dial *1234#
2. **IDD China Bundle**
 - 75 minutes @ PKR 325
 - Ideal for students and business professionals
 - Activation: Dial *4083#
3. **Batooni Flight**
 - 800 minutes to USA/Canada/UK landline @ PKR 600
 - 15-day validity
 - Activation: via app or *678#

IDD bundles typically work on prepaid SIMs and are only valid for a specific country or region. They do not work while roaming.

◆ International Roaming (IR):

Zong provides IR coverage in **over 100 countries**, including UAE, Saudi Arabia, Turkey, UK, China, and more. It offers data, call, and SMS roaming packs for prepaid and postpaid users.

1. **Saudi Arabia Roaming Pack**
 - 1 GB Data + 30 Mins + 30 SMS @ PKR 1600
 - Validity: 15 days
 - Partners: STC, Mobily
2. **UAE Roaming Pack**
 - 2 GB + 120 Mins + 120 SMS @ PKR 1999
 - Validity: 7 days
 - Partner: Du, Etisalat
3. **China Roaming Offer**
 - 500 MB + 50 mins + 50 SMS @ PKR 1800
 - Activation: SMS ROAM CHN to 310
4. **Postpaid Roaming Packs**
 - Daily Data Pass: 300 MB @ PKR 750
 - Weekly Pass: 1 GB @ PKR 3000

Roaming must be activated **before departure** by calling 310 or visiting a Zong franchise. Roaming data works only with partner networks.

◆ Notes:

- All roaming charges apply if bundles expire.
- Turn off automatic updates on your phone to save data abroad.
- Roaming services are prepaid by default for supported countries. No security deposit required.

✓ CHUNK 7 – MY ZONG APP & ONLINE PLATFORM

Zong offers seamless account control via its official **My Zong App** and website. Users can recharge, activate packages, track usage, and register complaints online without calling customer service.

◆ My Zong App Features:

1. **Usage Tracker:** View remaining MBs, minutes, SMS with expiry times.

2. **Bundle Activation:** Internet, call, hybrid, or roaming bundles can be activated instantly.
 3. **Recharge:** Top-up via debit/credit card, EasyPaisa, JazzCash, and vouchers.
 4. **Rewards Section:** Daily spins for free MBs, gift vouchers, and discount coupons.
 5. **eSIM & SIM Delivery:** Apply for a new SIM, MNP request, or upgrade to eSIM (iPhone and select Android only).
 6. **Tax Certificate Download:** Generate and download tax documents for any year.
 7. **Complaint Management:** Submit service issues, SIM registration errors, and coverage complaints.
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◆ Zong Web Portal:

Website: www.zong.com.pk

Features:

- Check offers, packages, and latest news
 - Buy new SIMs online (delivered in 2–3 working days)
 - Chat support with live agents
 - Access internet settings and manual device configuration guides
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◆ eCare Login (for Postpaid/Corporate)

Zong also offers eCare Portal for postpaid and corporate clients to track billing, itemized usage, and data limits.

✓ CHUNK 8 – CUSTOMER SUPPORT & SERVICE CENTER ACCESSIBILITY

Zong maintains an extensive customer care network that includes call centers, walk-in franchises, WhatsApp support, and in-app assistance.

◆ Call & SMS Support:

- **310** (from Zong SIM) – available 24/7
 - **111-222-111** (from landline/other network)
 - **SIM Block:** SMS "block" + CNIC to 3100
 - **SMS Balance Check:** *222#
 - **Data Usage:** *102#
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◆ WhatsApp Support:

- Official Number: 0311-222-1111
 - Services: Activate bundles, check balance, ask for settings, SIM verification status
 - Works without balance
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◆ Walk-in Centers & Franchises:

Zong has **over 300 service centers and 10,000+ retailers** across Pakistan. Services offered include:

- SIM issuance & biometric verification
 - Ownership transfer (both parties must appear)
 - Bill payment and SIM upgrades
 - eSIM activation
 - Handset and internet device purchase
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◆ Franchise Features:

- Open Mon–Sat, 9AM–6PM
 - Staff trained for BVS/MBVS
 - Accept card/cash payments
 - Complaint resolution in 24–48 hours
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✓ **CHUNK 9 – INTERNET ISSUES, NETWORK COVERAGE & LANDLINE BROADBAND STATUS**

While Zong has the widest 4G coverage in Pakistan, users occasionally face connectivity issues due to signal interference, location, or device incompatibility.

◆ Common Internet Issues:

1. **Slow Speed:** Caused by peak-hour congestion, outdated SIMs, or non-4G areas.
2. **No Internet:** Often due to expired bundles, incorrect APN settings, or data limits reached.
3. **Signal Drops:** In basement zones, rural areas, or due to handset antenna issues.

◆ Solutions:

- Turn airplane mode ON/OFF
 - Send `internet` to 6464 for settings
 - Switch SIM slot to support 4G (on dual-SIM phones)
 - Use Zong coverage map on their website to find optimal zones
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◆ Internet Settings (Manual):

- APN: zonginternet
 - Username: (leave blank)
 - Password: (leave blank)
 - MCC/MNC: Default for Pakistan
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◆ Zong Landline/Fiber:

Zong currently does **not provide fiber or landline broadband**. All broadband services are based on 4G LTE through:

- Internet SIM
- MBB (Bolt+/Wingle)

For home broadband users, Zong recommends MBB router + long-term bundle (e.g., 175 GB/month @ PKR 2100).

✓ CHUNK 10 – LEGAL, PTA COMPLIANCE, SIM RULES & TAXES

Zong operates under PTA guidelines and abides by national telecom regulations for SIM issuance, device registration, and user protection.

◆ SIM Regulations:

- Maximum of **5 SIMs per CNIC**
 - **Biometric Verification (BVS)** required at activation
 - Ownership Transfer requires both current and new user to visit a Zong center
 - Lost SIM? Block by calling 310 or sending `block` to 3100
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◆ PTA Tools:

- **SIM Check Portal:** cnic.sims.pk
 - **DIRBS (Device Verification):** dirbs.pta.gov.pk
 - **IMEI Check:** SMS IMEI to 8484
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◆ **Taxes:**

- 15% Advance Income Tax (AIT) on recharge
 - 19.5% Sales Tax (GST) on usage
 - Federal Excise Duty (FED) varies by province
 - e-Certificate available via My Zong App or portal
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◆ **Fraud Protection & Complaints:**

- Report spam/scam SMS to 9000
- Lodge unresolved complaints via PTA Citizen Portal
- Zong also maintains complaint history per user for transparency