

Robi Jana Ojana

Thank you for taking the exam titled **Inbound Monthly Knowledge Test of December 2014**.
You can review your answers below.

Q1. What is the Robi Shobjanta subscription fee?

- a. Daily Subscription@ BDT 1.00 (+ VAT).
- b. Weekly Subscription@ BDT 2.00 (+ VAT).
- ✓ c. Daily Subscription@ BDT 2.00 (+ VAT). **(correct answer)**
- d. Monthly Subscription@ BDT 2.00 (+ VAT).
- e. I don't know

Q2. Do I need to buy a new SIM Card to register for MYCash?

- a. Yes.
- ✓ b. No. **(correct answer)**
- c. Depends.
- d. None of the above.
- e. I don't know

Q3. What is the migration process to SME Shomriddhee Package?

- ✓ a. Customer needs to dial *8999*60#. **(correct answer)**
- b. Customer needs to dial *8999*06#.
- c. Customer needs to dial *8999*66#.
- d. Customer needs to dial *8999*61#.
- e. I don't know

Q4. How can customer check Jhotpot Balance?

- a. Dial *222*22#.
- b. Dial *222*66#.
- c. Dial *222*11#.
- ✓ d. Dial *222*16#. **(correct answer)**
- e. I don't know

Q5. How to Purchase Packs for Robi TV by Mobile Site?

- a. Dialing *140*16#.
- ✓ b. At the bottom of the site click on Packs>Select Packs. **(correct answer)**
- c. Go to Settings>Packages>Select Pack.
- d. Dialing *140*66#.
- e. I don't know

Q6. What would be call rate for JOY UTSHAB package after recharging BDT 21?

- a. 10 paisa/ sec to any local numbers.
- ✓ b. 1 paisa/ sec to any local numbers. **(correct answer)**
- c. 1 paisa/ 10 sec to any local numbers.
- d. 1 paisa/ sec to only Robi numbers.
- e. I don't know

Q7. What is the migration process from Joy Utshab Default Pack to Joy Utshab Offnet Pack?

- a. Customer needs to dial *8999*11#.
- b. Customer needs to dial *8999*23#.
- ✓ c. Customer needs to dial *8999*22#. **(correct answer)**
- d. Customer needs to dial *8999*33#.
- e. I don't know

Q8. What is the validity of the tariff for Flat Rate Offer?

- a. 10 calendar days.
- b. 2 calendar days.
- ✓ c. 5 calendar days. **(correct answer)**
- d. 30 calendar days.
- e. I don't know

Q9. What is the Keyword need to type and send to 21999 for checking offer in Ghechang Store?

- a. Jakkas
- b. Ghechang
- ✓ c. Robi **(correct answer)**
- d. CLM
- e. I don't know

Q10. What is the USSD code for checking offer in Ghechang Store?

- a. 21888
- b. 21999
- ✓ c. *999# **(correct answer)**
- d. *888#
- e. I don't know

Q11. How postpaid customers check their prepaid account?

- ✓ a. Dial *222*8# **(correct answer)**
- b. Dial *222*6#
- c. Dial *222*7#
- d. Dial *222#
- e. I don't know

Q12. What is the connection price of new postpaid package?

- a. BDT499
- b. BDT300
- ✓ c. BDT299 **(correct answer)**
- d. BDT500
- e. I don't know

Q13. What is the number(MSISDN) format of CMS?

- a. 018xxxxxxxx
- b. 18xxxxxxxx
- ✓ c. 88018xxxxxxxx **(correct answer)**
- d. 0088018xxxxxxxx
- e. I don't know

Q14. What is the correct format for HLR Query?

- ✓ a. HL<>MSISDN<>FNF/Priyo<>Last Recharge amount<>Last recharge date<>Last A/C Balance<>URF Serial Number. **(correct answer)**
- b. HL<>MSISDN<>FNF<>Last Refill amount<>Last Refill date.
- c. HL.MSISDN.FNF.Last Refill amount.Last Refill date.Last Balance.URF.
- d. HL<>MSISDN<>FNF<>Last Refill amount<>Last Refill date<>URF.
- e. I don't know

Q15. How many times a MSISDN will be changed within 24 hours thru UPS system?

- ✓ a. 1 time. **(correct answer)**
- b. 2 times.
- c. 3 times.
- d. 4 times.
- e. I don't know

Q16. What is the short code of Robi Shikkharthi service?

- a. 22555
- b. 23355
- ✓ c. 22255 **(correct answer)**
- d. 24455
- e. I don't know

Q17. How can customer check the MMS balance of 10 MMS Bundle @ TK 2 (+VAT)?

- a. *222*22222#
- b. *222*12#
- c. *222*13#
- ✓ d. *222*14# **(correct answer)**
- e. I don't know

Q18. From which number customer gets sms about monthly cover level of Robi Bima:

- a. 12161
- b. 12126
- ✓ c. 21216 **(correct answer)**
- d. 16216
- e. I don't know

Q19. What is the price of 3MB Opera Mini Pack?

- a. BDT 10.
- b. BDT 7.
- ✓ c. BDT 1. **(correct answer)**
- d. BDT 20.
- e. I don't know

Q20. What is the validity of 500 MB for Robi Simplified Internet?

- a. 1 Day.
- b. 15 Days.
- c. 7 Days.
- ✓ d. 30 Days. **(correct answer)**
- e. I don't know