

FAQ – SRI LANKA TELECOM

Question		Answer
1	What is the offer?	Mastercard cardholder will receive LKR 300 waived from following month's bill, for payments over LKR 1,000
2	Does it apply if I pay with my Debit / Credit card?	The offer is applicable for Mastercard Debit, Credit, Corporate and SME cards
4	Does the offer apply for PEO TV?	Yes, for all SLT Connections
5	What if I pay less than LKR 1000?	Then you will not be eligible for the offer
6	Will I be entitled for LKR 200 if I pay LKR 2000?	No, for all payments of LKR 1,000 and above the waiver is LKR 300 from the following month's bill
7	Can I get the waiver for the current month I am paying?	No it will apply in the following month
8	What if I pay in the middle of the month then which month will it affect?	The offer will reflect in the following month's statement/bill regardless of the time of payment within the month
9	How many times am I eligible for the offer?	Per calendar month, maximum amount is three. Therefore for maximum of LKR 1,000 x 3 times a month. The following month the bill will be reduced by LKR 900 (maximum)
10	Does the waiver apply for bill before tax or after tax?	The amount is reflected on the consumption before tax. LKR 300 will be reduced from the following month's consumption before tax
11	What if my following month usage is less than LKR 300? Can it be carried forwarded to the following month?	It would reflect a credit balance as the net in your statement (if your starting balance is zero). If you had a starting balance it would be deducted from the starting balance and reflect in your statement.
12	What if I make a payment half in cash half in card, am I eligible for the offer?	No, the offer is only applicable for transactions made by Mastercard Debit, credit, SME or Corporate cards
13	Can I make a payment from any bank card or is there a specific bank?	You can make the payment from any Mastercard issued by any Bank or Financial Institution in Sri Lanka
14	My Mastercard debit card cannot be used for online transactions	Kindly speak to your bank regarding the same.
15	I want to get a Mastercard credit card, how can I get one?	Kindly speak to your bank regarding the same.

16	I didn't get the OTP number/ PIN number to make the transaction.	Kindly speak to your bank regarding the same.
17	I paid my bill at a supermarket why didn't I get the offer?	The offer is only applicable for payments made at SLT outlets and www.slt.lk . This is not valid for other modes of payments
19	I have two connections under my name, is it applicable for both?	Yes, per connections you will receive a maximum of three times a month to get the offer.
20	My PEOTV bill is less than LKR 1,000 but my landline bill is LKR 3,000. Can I use both and get the offer twice for TV and landline?	This depends on the SLT account number. If both are under the same account number, it would be considered as a consolidated payment. If you have two accounts, then account where you make the payment over LKR 1000 will get you the offer.
21	To be entitled should I my bill be over LKR 1,000 before tax or after tax?	The offer is applicable for payments made over LKR 1,000 despite of the bill value.