

ORDER OF THE REGULATOR NO. 2023/T04

**APPROVAL OF RETAIL TARIFFS FOR MOBILE SERVICES PROVIDED BY
DIGICEL SAMOA LIMITED**

WHEREAS:

The Office of the Regulator on 18 August 2023 received newly proposed retail tariffs from Digicel Samoa Limited (Digicel) for its **telecommunication services**, which were submitted for the Regulator's review and approval.

In compliance with section 8(1)(r) of the Telecommunications Act 2005 (the Act), the Regulator revokes the Order of the Regulator No. 2022/T08 and replaces it with the Order of the Regulator No. 2023/T04.

The approval of these new retail tariffs by the Regulator takes into account the following considerations:

- 1) Digicel's submissions and further information provided;
- 2) The objectives of the Act;
- 3) Provisions of the Act regarding tariffs, in particular, section 40(3)

The Regulator under section 40(5) of the Act makes the following Orders with regard to new tariff approval:

Orders

- i. The tariffs specified in *Schedule 1* to this Order shall be the approved retailed tariffs specified for the purpose of this Order.
- ii. The approved retailed tariffs specified in *Schedule 1* to this Order shall be applicable and available to the market for 12 months;
- iii. New retail tariff filing shall be 21 working days before the 12-month period is ended.

VAGST

All retail tariffs included in *Schedule 1* are in Samoan Tala and are inclusive of VAGST

Peak Period

For the purpose of this Order, Peak periods will be between 8:00 am and 7:59 pm on weekdays. The off-peak period would be between 8:00 pm and 7:59 am on weekdays and weekends.

Billing in relation to Voice Calls

The rates are expressed per minute and for billing purposes, they are applied and charged on the basis of increments of up to six (6) seconds, unless the context indicates otherwise.

Duration of the Order

The Order will expire on the earlier of:

- 1) The Regulator revoking this Order; or
- 2) The making of a new Order by the Regulator for services provided by Digicel in a market in which it has been declared dominant.

This Order becomes effective on the 20th November 2023

Date of Order: 15th November 2023



Lematua Fuatai Gisa Purcell
Regulator

Attach *Schedule 1 – Approved Tariffs for Digicel services in the retail market for National, International, SMS and Data from both fixed and mobile services.*

Schedule 1

Tariffs for Digicel services in the retail market for National, International, SMS and Data from both fixed and mobile services.

1) PREPAID PLANS & BUNDLES

I. Out of Bundle Rates

- The Out of bundle rate are applicable to Classic Flex, Student Sim and Visitor Sim;
- The rates are VAGST inclusive and is charged as per table below;
- Out of bundle, charge, charge for data does not apply unless the customer has opted in Yes to Short code 144

No	Service Type	Out of Bundle Rate	Rate	Unit	
1	Voice	On-net Mobile	0.59	6 seconds	
		Off-net Mobile	0.59		
		On-net Digifixed	0.59		
		Off-net Fixed	0.59		
2	International Voice	International Band 1a	0.59	6 seconds	
		American Samoa			
		International Band 1b	0.79		
		Australia, New Zealand, Fiji, Tonga, Vanuatu, Nauru, PNG, USA, China			
		International Band 2	0.99		
		Switzerland, Denmark, Sweden, Norway, Indonesia, Sri Lanka, Myanmar, Luxembourg, Finland, Liechtenstein, Brunei, Laos, Bangladesh, Maldives, Nepal, Greece, Pakistan, Singapore, South Korea, Malaysia, India, Thailand, Phillipines, Belgium, France, Ireland, Italy, Germany, Japan, Hong Kong			
		International Band 3			1.99
		United Kingdom, Rest of the Pacific not including those in group 4			
		International Band 4	4.99		
		Wallis & Futuna, Seychelles, East Timor, Democratic Republic of the Congo, Cape Verde, Latvia, Niue, Solomon Islands, Tokelau, Norfolk Islands, Tunisia, Cuba			
International Band 5					
		Inmarsat/Iridium Satellite Calls	20.91		
3	SMS	On-net	0.2	Per SMS	
		Off-net local Mobile/fixed	0.2		
		International SMS	0.2		
4	Data	Out of Bundle Browsing	0.05	Per MB	

Effective 20th November 2023

II. Prime Bundles

- Go Loud App is no longer available. New Prime \$25 Plan

Prime Cheehoo Bundles										
Plan Name	Validity	Onnet Voice	Onnet SMS	Voice Mins (Intl & Offnet)	Data (Any Use)	DTV App	BIP App	GoLoud App	Loop App	Total GB's
Prime Cheehoo \$3	1 day	30	30	n.a	1GB	1GB	1GB	n.a	1GB	4GB
Prime Cheehoo \$5	1 day	50	50	n.a	2GB	1GB	1GB	n.a	1GB	5GB
Prime Cheehoo \$7	3 days	70	70	n.a	3GB	2GB	2GB	n.a	2GB	9GB
Prime Cheehoo \$11	5 days	110	110	n.a	4GB	3GB	3GB	n.a	3GB	13GB
Prime Cheehoo \$13	7 days	Unlimited	Unlimited	15	8GB	5GB	5GB	n.a	5GB	23GB
Prime Cheehoo \$15	7 days	Unlimited	Unlimited	20	12GB	5GB	5GB	n.a	5GB	27GB
Prime Cheehoo \$21	7 days	Unlimited	Unlimited	30	21GB	5GB	5GB	n.a	5GB	36GB
Prime Cheehoo \$25	7 days	Unlimited	Unlimited	45	30GB	5GB	5GB	n.a	5GB	45GB
Prime Cheehoo \$60	28 days	Unlimited	Unlimited	60	60GB	10GB	10GB	n.a	10GB	90GB

Effective 20th November 2023

III. Seki Data Bundles

Seki Data Bundle			
Plan Name	Charge	Validity	Data (GB)
Supa Seki \$3	\$3	1 day	1GB
Supa Seki \$5	\$5	2 days	2GB
Supa Seki \$7	\$7	3 days	3GB
Supa Seki \$11	\$11	5 days	5GB
Supa Seki \$21	\$21	7 days	15GB
Supa Seki \$60	\$60	28 days	60GB

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IV. Big on Data Plans

Plan Name	Price	Validity	Data (any use)
Big On Data_5	5.00	1	5
Big On Data_10	10.00	3	10
Big On Data_15	15.00	5	15
Big On Data_20	20.00	7	20
Big On Data_50	50.00	14	50

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V. Maota Plans

Maota Plans : Home Internet			
Plan Name	Charge	Validity	Data (Any Use)
Maota \$15	\$ 15.00	7 days	10GB
Maota \$25	\$ 25.00	14 days	20GB
Maota \$50	\$ 50.00	14 days	50GB
Maota \$80	\$ 80.00	28 days	100GB
Maota \$100	\$ 100.00	28 days	125GB
Moata \$150	\$ 150.00	28 days	200GB
Maota \$200	\$ 200.00	28 days	300GB

- Free Router or MiFi is offered with Maota Home Internet plans over \$100 tala for 125GB or higher however this is promotional offering
Effective 20th November 2023

VI. Sim Offer

Prime Sim : Free Bundle (One time only)					
Sim Purchase	Top Up Required	Normal Data	Voice Mins	SMS	Validity
Free	\$3 or more	2GB	Unlimited	Unlimited	Data - 2 days Voice & SMS - 14 days

Special Prime SIM Bundle					
Price	Anyuse data	Apps Data	Voice	SMS	Validity
\$5	3GB	12GB	50 mins	50 SMS	7 days

Free Data for 6 months		
Top up Required	Normal data	Validity
\$5 or more	1GB	1 day

- The cost of sim to Consumers is Free however \$3 Top Up is required at point of sale for award of one-time free bundle as per table above;
- Special Prime sim bundle is available to new customers only for a period of 3 months;
- \$5 or more top up is required for customers to avail of 1GB free every month, which is rewarded on the first \$5 top up in the month

Effective 20th November 2023

VII. Student Sim

Student SIM Bundles						
Plan Name	Charge	Voice Mins (Onnet)	SMS (Onnet)	Data (Any Use)	Digital App Data	Validity
Uso \$3	\$ 3.00	Unlimited	Unlimited	2GB	3GB	1 day
Uso \$7	\$ 7.00	Unlimited	Unlimited	5GB	6GB	3 days
Uso \$15	\$ 15.00	Unlimited	Unlimited	20GB	15GB	7 days
Uso \$21	\$ 21.00	Unlimited	Unlimited	30GB	15GB	7 days

Student SIM Top Up Offer					
Offer Name	Top Up	Data (Any Use)	Night Data (12am - 6am)	Student Academic URL Access	Validity
Top Up Offer	\$5 or more	1GB on every \$5 tala or more Top Up	30GB One time every month	100GB Data one time every month	Any Use Data - 1day Night Data - 30 days Student URL Access Data - 30 days

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- Purchase of student sim requires a valid student sim ID and active registration to university or school;
- \$5 or more Top Up is required to trigger Free bundles very month;
- 30GB Night data and 100GB for Students academic websites is awarded once only every month;
- The list of student academic URLs to be consumed from the Free 100GB every month will be made available on Digicel website

VIII. Handset Offer

Handset Offer : Free Data for 1 Year			
Smartphone Purchase	Top Up Required	Anyuse Data	Total Data
Any 4G Device	\$20 or more	5GB everymonth for 5 days	60GB over 12 months

Effective 20th November 2023

- Free data is available on all 4G and Smartphone device purchase;
- Minimum \$20 or more Top up is required to avail of 5GB Free data every month

IX. Visitor Sim

Visitor SIM Bundles							
Plan Name	Charge	Voice Mins (Onnet)	SMS (Onnet)	Voice (Int'l & Offnet)	SMS (Int'l & Offnet)	Data (Any Use)	Validity
Afiomai \$10	\$ 10.00	na	na	na	na	5GB	7 days
Teuila \$20	\$ 20.00	na	na	na	na	10GB	14 days
Manaia \$30	\$ 30.00	Unlimited	Unlimited	100	50	15GB	7 days
Lalelei \$50	\$ 50.00	Unlimited	Unlimited	200	100	30GB	14 days
Faafetai \$100	\$ 100.00	Unlimited	Unlimited	400	200	60GB	28 days

Visitor SIM Activation Offer							
Plan Name	Charge	Voice Mins (Onnet)	SMS (Onnet)	Voice (Int'l & Offnet)	SMS (Int'l & Offnet)	Data (Any Use)	Validity
Talofa Plan	FREE	Unlimited	Unlimited	30	30	1GB	1 day

- *Talofa Plan is Free. However, \$15 tala or more Top up is required at point of sale;*
- *Visitor sim is only available to international passport holders who are non-Samoan residents. Identification is required prior to sale*

Effective 20th November 2023

X. Unlimited Data Plan

Unlimited Data Bundles			
Plan Name	Charge	Data	Validity
Unlimited Data \$1	\$ 1.00	Unlimited	1hr
Unlimited Data \$2	\$ 2.00	Unlimited	2hrs
Unlimited Night Data	\$ 5.00	Unlimited	12am-6am

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XI. Unlimited Voice & SMS Bundle

Voice & SMS Plans : Digicel to Digicel				
Plan Name	Price	Onnet Voice Mins	Onnet SMS	Validity
1 Hour_ Unlimited Calls & Texts	\$1.00	Unlimited	Unlimited	1hr
Daily_ Unlimited Calls & Texts	\$2.00	Unlimited	Unlimited	1 day
Weekly_ Unlimited Calls & Texts	\$10.00	Unlimited	Unlimited	7 days

Effective 20th November 2023

XII. Roaming Bundles & Out of bundle rates

Countries	No. Countries	Region	Data Plan	Voice Plan	Mixed Plan
Australia Only	1	Australia	5GB for 1 day, \$10 for 3GB for 7days, \$30 for 10GB for 30days)	\$30 for 200 Mins for 30 days	\$49 for 300 Mins for 30 days
New Zealand & Digicel (Fiji, PNG, Tonga, Vanuatu Nauru)	6	Pacific	\$20 for 1GB for 30days	\$20 for 60 Mins for 30 days	\$40 for 120 Mins & 2GB for 30days
UK, Spain, Germany, Italy, France, Ireland	6	Europe	\$20 for 500mb for 30days	\$20 for 30 Mins for 30days	\$40 for 60 Mins & 1GB for 30days
India, China, HK, Singapore, Malaysia, Thailand, Korea, Japan,	8	Asia	\$20 for 500mb for 30days	\$20 for 30 Mins for 30days	\$40 for 60 Mins & 1GB for 30days
USA, Canada, Hawaii, Alaska	4	America	\$20 for 500mb for 30days	\$20 for 30 Mins for 30days	\$40 for 60 Mins & 1GB for 30days

Countries	Prepaid (GST inclusive)	Call Back Home	Call within Roam country	Received a call	Call rest of world	Data mb	SMS	Satellite calls
Australia, New Zealand & Digicel (Fiji, PNG, Tonga, Vanuatu Nauru)	Group 1	0.99	0.99	0.99	5.99	0.99	0.40	25.00
UK, Spain, Germany, Italy, France, Ireland	Group 2	2.99	2.99	2.99	5.99	2.99	0.40	25.00
Indi, China, HK, Singapore, Malaysia, Thailand, Korea, Japan	Group 3	5.99	5.99	5.99	5.99	5.99	0.40	25.00
USA, Canada, Hawaii, Alaska	Group 4	25.00	25.00	25.00	25.00	25.00	n	25.00

- More details including Frequently asked questions ("FAQ") and Terms & Conditions for products and services in above tables will be made available on Digicel's website.

Effective 20th November 2023

XIII. DTV Premium Bundles

- The data allowance allocated can only be used for DTV App

DTV App : Premium Bundle			
Plan Name	Charge	Data (GB)	Validity
Premium DTV 1 Day	\$2.00	1GB	1 day
Premium DTV 3 Days	\$5.00	2GB	3 days
Premium DTV 7 Days	\$10.00	5GB	7 days
Premium DTV 30 Days	\$30.00	15GB	30 days

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XIV. Diaspora Online Bundles

Plan Name	Duration	Description	Price GST Inclusive
Diaspora Mix Plan 7 Days	7 days	15 GB Any use	\$25
		Unlimited Digi-Digi Calls	
		Unlimited Text	
		15 International Mins to NZ, AUS & USA	
Diaspora Mix Plan 14 Days	14 Days	30 GB Any use	\$50
		Unlimited Digi-Digi Calls	
		Unlimited Text	
		30 International Mins to NZ, AUS & USA	
Diaspora Mix Plan 28 Days	28 Days	60 GB Any use	\$100
		Unlimited Digi-Digi Calls	
		Unlimited Text	
		60 International Mins to NZ, AUS & USA	
Go Big Online 7 Days	7 days	20 GB Any use	\$25
Go Big Online 14 Days	14 Days	50 GB Any use	\$50
Go Big Online 28 Days	28 Days	120 GB Any use	\$100

- Available online on Digicel's website via Visa credit/debit card only and is for overseas consumers sending top up or bundles to gift to families in Samoa.
 - This is to enable families and friends overseas to send bundles as well as credit as they normally do.
 - The local customers can also purchase this if they have a debit or credit card available...similar to purchasing top up online.
 - The only difference is these bundles are not available on USSD or My Digicel App.
- Effective 20th November 2023**

Terms and Conditions

- Prepaid bundles can be purchased from the My Digicel App or USSD *123#;
- Data rollover is not applicable on the above plans on auto-renewal or multiple options prior to plan expiry;
- Data usage notification is available on 75%, 90% and 100% of plan consumption;
- Digicel On Worries off apply therefore customers will not be charged out of bundle data unless they have opted in Yes to short code 144;
- The bundle with the lowest expiry is consumed first if multiple bundles with different expiry are opted in customer;
- SMS confirmation message will be sent to customers once bundle is opted in;
- More information on terms and conditions will be made available on Digicel website

2) POSTPAID PLANS & BUNDLES

I. Post-paid Out of Bundle Rates

No	Post-paid Out of Bundle Rates	GST Inclusive				GST Exclusive			
		Peak (8am - 8pm)	Off-Peak (8pm - 8am)	Weekend	Billing	Peak (8am - 8pm)	Off-Peak (8pm - 8am)	Weekend	Billing
Voice									
1	Digicel to Digicel	0.33	0.33	0.33	6 Seconds	0.29	0.29	0.29	6 Seconds
	Digicel to Other Mobile network	0.33	0.33	0.33	6 Seconds	0.29	0.29	0.29	6 Seconds
	Digicel to Fixed Line's	0.33	0.33	0.33	6 Seconds	0.29	0.29	0.29	6 Seconds
SMS									
2	Digicel to Digicel	0.20	0.20	0.20	na	0.17	0.17	0.17	na
	Digicel to other Mobile network	0.20	0.20	0.20	na	0.17	0.17	0.17	na
Data									
3	Out of Bundle	0.05	0.05	0.05	na	0.04	0.04	0.04	na
International									
International Band 1a									
	American Samoa	0.59	0.59	0.59	6 Seconds	0.51	0.51	0.51	6 Seconds
International Band 1b									
	Australia, New Zealand, Fiji, Tonga, Vanuatu, Nauru, PNG, USA, China	0.79	0.79	0.79	6 Seconds	0.69	0.69	0.69	6 Seconds
International Band 2									
	Switzerland, Denmark, Sweden, Norway, Indonesia, Sri Lanka, Myanmar, Luxembourg, Finland, Liechtenstein, Brunei, Laos, Bangladesh, Maldives, Nepal, Greece, Pakistan, Singapore, South Korea, Malaysia, India, Thailand, Philippines, Belgium, France, Ireland, Italy, Germany, Japan, Hong Kong	0.99	0.99	0.99	6 Seconds	0.86	0.86	0.86	6 Seconds
International Band 3									
	United Kingdom, Rest of the Pacific not including those in group 4	1.99	1.99	1.99		1.73	1.73	1.73	6 Seconds
International Band 4									
	Wallis & Futuna, Seychelles, East Timor, Democratic Republic of the Congo, Cape Verde, Latvia, Niue, Solomon Islands, Tokelau, Norfolk Islands, Tunisia, Cuba	4.49	4.49	4.49	6 Seconds	3.9	3.9	3.9	6 Seconds
	Iridium Satellite	20.91	20.91	20.91	6 Seconds	18.18	18.18	18.18	6 Seconds
	International SMS	0.2	0.2	0.2	na	0.17	0.17	0.17	na

Effective 20th November 2023

- The out-of-bundle rates are applicable once customers have run out of their monthly plan or bundle;
- Credit limit is required to use out-of-bundle or pay-as-you-go rates;
- Post-paid rate is applicable to all Postpaid plans excluding Digi Fixed.

II. Smart Prime Plans

Plan Name	Monthly Fee GST Inclusive	Mins	SMS	Data (GB)	Prime App Data
Smart Prime 49	\$49	200	200	20GB	20GB
Smart Prime 69	\$69	300	300	30GB	20GB
Smart Prime 99	\$99	500	500	50GB	20GB
Smart Prime 119	\$119	600	600	60GB	30GB
Smart Prime 139	\$139	700	700	70GB	30GB
Smart Prime 179	\$179	1000	1000	100GB	30GB
Smart Prime 219	\$219	1200	1200	120GB	50GB
Smart Prime 249	\$249	1500	1500	150GB	50GB
Smart Prime 299	\$299	2000	2000	200GB	50GB
Smart Prime 349	\$349	2500	2500	250GB	50GB
Smart Prime 399	\$399	3000	3000	300GB	50GB
Smart Prime 499	\$499	4000	4000	400GB	100GB
Smart Prime 699	\$699	5000	5000	500GB	100GB

- App data includes usage of Bip, DTV and Loop App
- New Post -paid Prime \$699

Effective 20th November 2023

III. Corporate Plans

Corporate Postpaid Plans					
Plan Name	Monthly Fee	Mins	SMS	Data (GB)	Email Data
Corporate 49	\$49	200	200	10GB	2GB
Corporate 69	\$69	400	400	15GB	2GB
Corporate 119	\$199	500	500	25GB	2GB
Corporate 139	\$139	1000	1000	30GB	2GB
Corporate 219	\$219	2000	2000	40GB	2GB
Corporate 249	\$249	300	300	60GB	2GB

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IV. My Sim Plans

My Sim Plans	Monthly Charge	Digicel Calls	Digicel SMS	Bundled Mins*	Bundled SMS*	Bundled Data (GB) *
mySIM69	\$69	UL	UL	300	300	60
mySIM99	\$99	UL	UL	500	500	100
mySIM149	\$149	UL	UL	800	800	150
mySIM199	\$199	UL	UL	1000	1000	200
mySIM249	\$249	UL	UL	1200	1200	250

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V. Smart Capped Plans

Smart Capped Plans					
Plan Name	Monthly Fee	Mins	SMS	Data (GB)	Prime App Data (GB)
Smart Cap 60	\$60	300	300	30GB	20GB
Smart Cap 100	\$100	500	500	50GB	20GB
Smart Cap 150	\$150	800	800	80GB	20GB
Smart Cap 200	\$200	1200	1200	120GB	30GB
Smart Cap 250	\$250	1500	1500	150GB	50GB

- Minutes and SMS only apply to local on-net and off-net MIN and SMS
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VI. Government Plans

Government Plans							
Plan Name	Monthly Fee	Voice		SMS		Data (GB)	Email Data (GB)
		On-net	Offnet / Intl	On-net	Offnet/ Intl		
GOV1	\$250	1000	1000	1000	1000	150GB	2GB
GOV2	\$120	600	300	600	300	70GB	2GB
GOV3	\$60	300	100	300	100	30GB	2GB

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VII. Freedom Plans

Freedom Plans				
Plan Name	Monthly Fee GST Inclusive	Mins	SMS	Data (MB)
Freedom 40	\$40	120	120	
Freedom 60	\$60	300	300	150
Freedom 120	\$120	850	850	350
Freedom 180	\$180	1350	1350	450
Freedom 270	\$270	2000	2000	600
Freedom 400	\$400	3200	3200	700

- Monthly Charge for all above Post-paid plans in GST Inclusive. Minutes only apply to local on-net, offnet and fixed call.

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VIII. Post-paid Prime Plans

Plan Name	Monthly Fee	Mins Onnet	Mins Onnet/Intl	SMS Onnet	SMS Onnet/Intl	Data (GB)	Digital Apps Data (GB)
Prime Go Smart	129	250	250	250	250	15	20
Prime MoreSmart	199	500	500	500	500	20	40
Prime Premium Smart	299	750	750	750	750	25	60
Prime Elite Smart	499	1250	1250	1250	1250	30	80

- App Data includes usage of Bip, DTV and Loop App

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IX. Post-paid Data Add on Plans

Plan Name	Charge	Data (GB)	Validity
PO TopUp 15GB	\$20	15	30 days
PO TopUp 30GB	\$40	30	30 days
PO TopUp 50GB	\$60	50	30 days
PO TopUp 70GB	\$80	70	30 days
PO TopUp 100GB	\$100	100	30 days

- Monthly charge is GST inclusive

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X. Post-paid Voice Add on Plans

Postpaid Local Voice Addon Plans			
Plan Name	Monthly Charge	Voice	Validity
Local Voice Addon 20	\$20	200	30 days
Local Voice Addon 50	\$50	500	30 days
Local Voice Addon 100	\$100	1000	30 days

- Monthly charge is GST-inclusive

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XI. Post-paid International Add on Plans

Postpaid International Voice Addon Plans			
Plan Name	Monthly Charge	Voice	Validity
International Voice Addon 20	\$20	60	30 days
International Voice Addon 40	\$40	150	30 days
International Voice Addon 60	\$60	300	30 days

- Monthly charge is GST inclusive

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XII. Post-Paid SMS Add on Plans

Postpaid SMS Addon Plans			
Plan Name	Charge	SMS	Validity
Add_On SMS Plan 200	\$20	200	30 days
Add_On SMS Plan 500	\$50	500	30 days
Add_On SMS Plan 1000	\$100	1000	30 days

- Monthly charge is GST inclusive
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XIII. Post-paid LTE & Shared Plans

Postpaid LTE & Shared Plans			
Plan Name	Monthly Charge	Data (GB)	Validity
Go Biz 99	\$99	50GB	30 days
Go Biz 149	\$149	75GB	30 days
Go Biz 199	\$199	100GB	30 days
Go Biz 249	\$249	150GB	30 days
Go Biz 349	\$349	200GB	30 days
Go Biz Prime 499	\$499	300GB	30 days
Go Biz Prime 699	\$699	400GB	30 days
Go Biz Prime 899	\$899	600GB	30 days
Go Biz Prime 1199	\$1199	800GB	30 days
Go Biz Prime 1799	\$1799	1500GB	30 days

- Monthly charge is GST-inclusive
Effective 20th November 2023

XIV. Big Data Plans

Big Data Plans : Postpaid			
Plan Name	Monthly Charge	Data (GB)	Validity
Big Data \$99	\$99	75GB	30 days
Big Data \$149	\$149	100GB	30 days
Big Data \$199	\$199	150GB	30 days
Big Data \$249	\$249	200GB	30 days

- Monthly charge is GST inclusive
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XV. Roaming Bundles & Out of Bundle Rates

Post-paid Destinations	No of Countries	Region	Data Plan	Voice Plan	Mixed Plan
Australia Only	1	Australia	\$30 for 10GB for 30 days	n.a	\$49 for 300 mins +30GB for 30days
New Zealand & Digicel (Fiji, PNG, Tonga, Vanuatu Nauru)	7	Pacific	\$99 for 5GB for 30 days	n.a	\$149 for 200 mins +5GB for 30days
UK, Spain, Germany, Italy, France, Ireland	6	Europe	\$99 for 5GB for 30 days	n.a	\$149 for 200 mins +5GB for 30days
India, China, HK, Singapore, Malaysia, Thailand, Korea, Japan,	8	Asia	\$199 for 5G for 30 days	n.a	\$249 for 200 mins +5GB for 30days
USA, Canada, Hawaii, Alaska	4	American	\$199 for 5GB for 30 days	n.a	\$249 for 200 mins +5GB for 30days

Countries	Prepaid (GST inclusive)	Call Back Home	Call within Roam country	Received a call	Call rest of world	Data mb	SMS	Satellite calls
Australia, New Zealand, Canada, USA/ Alaska, Hawaii & Digicel (Fiji, PNG, Tonga, Vanuatu Nauru)	Group 1	0.86	0.86	0.86	5.21	0.86	0.35	21.74
UK, Spain, Germany, Italy, France, Ireland, India, China, Hong Kong, Singapore, Malaysia, Thailand, Korea & Japan	Group 2	2.6	2.6	2.6	5.21	2.6	0.35	21.74
Rest of World	Group 3	5.21	5.21	5.21	5.21	5.21	0.35	21.74
Satellite	Group 4	21.74	21.74	21.74	21.74	21.74	0.35	21.74

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XVI. Digi fixed Rates Plans & Out of Bundle Rates

No	Plan Name	Price	Mins	Validity
1	Digifixed 500min Bundle	75.00	500	30 days
2	Digifixed 1000min Bundle	149.00	1000	30 days
3	Digifixed 2000min Bundle	270.00	2000	30 days
4	Digifixed 3000min Bundle	400.00	3000	30 days
5	HPBX 5000min Bundle	2,000.00	5000	30 days
6	HPBX 10000min Bundle	2,500.00	10000	30 days
7	HPBX 15000min Bundle	3,500.00	15000	30 days

Out of Bundle Rates

Digicel Digi Fixed Rates	6 second Billing		
Call Type	Peak (8am - 8pm)	Off-peak (8pm - 8am)	Weekend
Digifix to Digicel Calls	0.18	0.18	0.18
Digifix to other network Calls	0.18	0.18	0.18
Digifix to Digifix Calls	0.1	0.1	0.1
Digifix to other fixed network calls	0.10	0.10	0.10
Digifix to Digicel text messages	0.18	0.18	0.18
Digifix to other local networks texts messages	0.18	0.18	0.18

DigicelFixed	6 second Billing		
International calling rates	Peak (8am - 8pm)	Off-peak (8pm - 8am)	Weekend
Group 1a	0.59	0.59	0.59
Group 1b	0.79	0.79	0.79
Group 2	0.99	0.99	0.99
Group 3	1.99	1.99	1.99
Group 4	4.49	4.49	4.49

Effective 20th November 2023

- *Out-of-bundle rates apply once minutes bundles get depleted;*
- *International destinations as per band same as Post-paid;*
- *For information on terms and conditions of service are included as part of the contract.*

Terms and Conditions

- Post-paid plans are offered on a contract of a minimum of 12 months to 36 months;
- Credit check and capacity to make payment are assessed prior to signing up;
- Early termination fees apply if customers default on the contractual agreement;
- The devices such as handsets and routers that are offered Free upon sign-up remain the property of Digicel for the duration of the contract;
- Credit limit will need to be signed up by the customer for use of out-of-bundle calling;
- Charges will apply for devices based on the plan signed up for loss, damage or early termination;
- The billing for Post-paid is recurring on a monthly or 30-day basis;
- Data, Voice, SMS, and international Add On options available once customers have run out of their bundle;
- Deposit is required to sign up for a post-paid plan which is minimum 1x monthly fee or rental amount;
- Calls in bundles including local on-net, and off-net calls including fixed line;
- International calls are allowed in most plans however this is limited to the Top 15 destinations which include Australia, New Zealand, United States of America, Canada, China, American Samoa, Digicel Pacific (Fiji, Tonga, Vanuatu, PNG, Nauru), Japan, Singapore, Hong Kong and Korea;
- Data rollover is applicable for 1 month; however, customer account needs to be in an active state;
- For information on terms and conditions will be communicated upon sign up and is part of contractual agreements.