

ORDER OF THE REGULATOR NO. 2024/T03

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

WHEREAS:

The Office of the Regulator received newly proposed retail tariffs from Digicel Samoa Limited (Digicel) for its telecommunication services on 15th October 2024. These tariffs 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 revoked the Order of the Regulator No. 2023/T04 and replaced it with the Order of the Regulator No. 2024/T03.

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 concerning new tariff approval:

Orders

- i. The tariffs specified in *Schedule 1* to this Order shall be the approved retailed tariffs specified for 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 months is ended;

VAGST

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

Peak Period

For this Order, Peak periods will be between 8:00 a.m. and 7:59 p.m. on weekdays, and the off-peak period will be between 8:00 p.m. and 7:59 a.m. on weekdays and weekends.

Billing concerning Voice Calls

The rates are expressed per minute and for billing purposes, they are applied and charged based on 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 **13th of December 2024**

Date of Order: 6th December 2024



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. Prime Bundles

Prime Cheehoo Bundles									
Plan Name	Price	Validity (Day)	Onnet Voice	Onnet SMS	Voice (Int/Offnet)	Data (any use)	DTV App (GB)	Mobile Gaming - Clash of Clans (GB)	Total GB
Prime Cheehoo \$3	3	1	30	30	na	1	1	1	3
Prime Cheehoo \$5	5	1	50	50	na	2	1	1	4
Prime Cheehoo \$6	6	1	60	60	na	3	1	1	5
Prime Cheehoo \$7	7	3	70	70	na	3	2	2	7
Prime Cheehoo \$11	11	5	110	110	15	4	3	3	10
Prime Cheehoo \$13	13	7	Unlimited	Unlimited	30	8	4	4	16
Prime Cheehoo \$15	15	7	Unlimited	Unlimited	60	12	4	4	20
Prime Cheehoo \$21	21	7	Unlimited	Unlimited	100	21	5	5	31
Prime Cheehoo \$25	25	7	Unlimited	Unlimited	120	30	5	5	40
Prime Cheehoo \$60	60	28	Unlimited	Unlimited	150	60	10	10	80
Prime Cheehoo \$80	80	28	Unlimited	Unlimited	200	100	10	10	120
Prime Cheehoo \$149	149	28	Unlimited	Unlimited	300	300	10	10	320

- *Go Loud, Bip and Loop Apps are no longer available.*
- *New Prime \$6 Plan, \$80 Plan and \$149 Plan*

II. Seki Data Bundles

Seki Data Bundle			
Plan Name	Charge	Validity (Day)	Data (any use) - GB
Seki Data \$3	\$3	1	1
Seki Data \$5	\$5	2	2
Seki Data \$7	\$7	3	3
Seki Data \$11	\$11	5	5
Seki Data \$21	\$21	7	15
Seki Data \$60	\$60	28	60

III. Big on Data Plans

Big On Data			
Plan Name	Charge	Validity (Day)	Data (any use) - GB
Big On 5G_8GB	\$6	1	8
Big On 5G_15GB	\$11	3	15
Big On 5G_25GB	\$18	5	25
Big On 5G_40GB	\$25	7	40
Big On 5G_100GB	\$60	14	100
Big On 5G_200GB	\$100	28	200

IV. Unlimited Data Plans

Unlimited Data Bundles			
Plan Name	Charge	Data	Validity (Hours)
Unlimited Data \$1	\$1	Unlimited	1
Unlimited Data \$2	\$2	Unlimited	2

V. Voice & SMS bundles

Voice & SMS Plans: Digicel to Digicel				
Plan Name	Price	Onnet Voice	Onnet SMS	Validity
1 Hr_ Unlimited Calls & Text	\$1	Unlimited	Unlimited	1 Hour
Daily_ Unlimited Calls & Texts	\$2	Unlimited	Unlimited	1 Day
Weekly_ Unlimited Calls & Texts	\$10	Unlimited	Unlimited	7 Days

VI. DTV Premium Bundles

DTV App: Premium Bundles			
Plan Name	Price	Data (GB)	Validity (Days)
Premium DTV Weekend	\$10	5	5
Premium DTV Fortnight	\$25	15	15
Premium DTV Monthly	\$50	30	30

- The data allowance allocated can only be used for the DTV App.
- DTV App includes 27 channels + 5 Local Radio channels.

VII. Maota Plans (Home Internet)

Maota Plans: Home Internet			
Plan Name	Price	Validity (Days)	Data Any Use(GB)
Maota \$15	15	7	10
Maota \$25	25	14	30
Maota \$50	50	14	60
Maota \$80	80	28	100
Maota \$100	100	28	200
Maota \$129	129	28	500
Maota \$200	200	28	2 TB

- Free Router or MiFi is offered with Maota Home Internet plans over \$100 tala for 150GB or higher however this is a promotional offering.

- Otherwise, a standard fee of equipment of \$99 tala would be required for a 4G Router/MiFi device.
- 5G Router and MiFi would be available at normal prices however maybe discounted or offered for Free for a limited time during a promotional basis.
- Sign up for a minimum term of 12 months.

VIII. New Home Plans

New Home Plans							
Name	Price	Validity	Data	Digicel Mobile (Users Devices)	Digicel Calls & SMS	Offnet Int'l Mins	DTV App
Home Super 1TB	\$299	30 Days	3 TB	3	Unlimited	1000	Premium Access 27 channels
Home Premium Unlimited	\$399	30 Days	Unlimited	3	Unlimited	2000	Premium Access 27 channels

- This Offer is for residential home or personal entertainment use only.
- Home Super 1TB does not roll over i.e. if you have not fully used your premium 1TB data by the end of 30 days or when it expires, the remaining data will be forfeited.
- Usage from the Home Super and Home Unlimited bundle can be shared with 3 nominated Digicel Samoa mobile phone numbers. These would be restricted for 12 months and cannot be changed or transferred.
- Digicel Calls and SMS are Unlimited and included with Home Super and Premium Plans.
- Bundled Minutes include local off-net and international destinations to the Top 15 countries only similar Prepaid Prime Bundles.
- DTV Premium App access allows mobile users to watch up to 27 channels including radio channels.
- Minimum Term of 12 months from date of creation with 12 monthly plan renewals.
- A 5G router may be offered as Free to the first 50-100 users during the promotional period or as a limited-time offer which may be also discounted up to 50% of normal retail price.
- Customers can also purchase a 5G Router and MiFi at full retail price for transfer of full ownership at \$1,499 for 5G Router and \$499 for 5G MiFi.

IX. Diaspora Online bundles

Diaspora Online Bundle's							
Plan Name	Charge	Voice Mins (Onnet)	SMS (Onnet)	Voice (Int'l & Offnet)	SMS (Int'l & Offnet)	Data (Any Use)	Validity
Diaspora Data 14 Days	\$50	n.a	n.a	n.a	n.a	60GB	14 Days
Diaspora Data 28 Days	\$100	n.a	n.a	n.a	n.a	120GB	28 Days
Diaspora Mix Plan 14 Days	\$50	Unlimited	Unlimited	200	100	30GB	14 Days
Diaspora Mix Plan 28 Days	\$100	Unlimited	Unlimited	400	200	60GB	28 Days

- Available online on our website via Visa credit/debit card only

X. Prime Sim Offer: New Customers

Prime Sim: Free Bundle (One - time only)					
Sim Purchase	Top Up Required	Normal Data	Voice	SMS	Validity
Free	\$5	5GB	Unlimited	Unlimited	Data - 7 Days Voice & SMS - 14 Days

Special Prime Sim Bundle: 3 Months					
Price	Any Use Data	Apps Data	Voice	SMS	Validity
\$10	7GB	3GB	100 Mins	100 SMS	7 Days

- The cost of the sim to Consumers is Free however \$5 Top Up is required at the point of sale for the award of a one-time free bundle as per the table above;
- Special Prime sim bundle is available to new customers only for 3 months;

XI. Handset Offer

Handset Offer			
Smartphone purchase	Top Up Required	Any use Data	Validity
Any 4G/5G Device	\$20 or more	5GB Data	28 Days

- Free data is available on all 4G/5G and Smartphone device purchases.
- A minimum of \$20 or more Top Up is required to avail 50GB data one time for 28 Days.

XII. Student Sim

Student Sim Bundles						
Plan Name	Charge	Voice Mins (Onnet)	SMS (Onnet)	Data (Any use)	Mobile Gaming (Clash of Clans)	Validity
Uno \$15	\$15	Unlimited	Unlimited	20GB	10GB	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 - 1 Day Night Data 30 Days Student URL Access Data - 30 Days

- 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 every month;
- 30GB Night data and 100GB for Students' academic websites is awarded once only every month;
- The list of student academic URLs (educational websites) to be consumed from the Free 100GB every month will be made available on the Digicel website

XIII. Visitor Sim

Visito Sim Bundles							
Plan Name	Charge	Voice (Onnet)	SMS (Onnet)	Voice Int'l & Offnet	SMS (Int'l & Offnet)	Data GB (Any Use)	Validity
Afiomai \$10	\$10	na	na	na	na	5	7 Days
Teuila \$20	\$20	na	na	na	na	10	14 Days
Manaia \$30	\$30	Unlimited	Unlimited	100	50	15	7 Days
Lalelei \$50	\$50	Unlimited	Unlimited	200	100	30	14 Days
Faafetai \$100	\$100	Unlimited	Unlimited	400	200	60	28 Days
Visitor Sim Activation Offer							
Plan Name	Charge	Voice Mins (Onnet)	SMS (Onnet)	Voice Int'l & Offnet	SMS (Int'l & Offnet)	Data GB (Any Use)	Validity
Talofa Plan	FREE	Unlimited	Unlimited	30	30	1	1 Day

- Talofa Plan is Free. However, \$10 tala or more topup is required at the point of sale;
- Visitor sim is only available to international passport holders who are non-Samoan residents. Identification is required prior to sale

XIV. Roaming Bundles

Prepaid Roaming Bundles & Rates				
Countries	No. Countries	Region	Data Plan	Mixed Plan
Australia Only.	1	Australia	\$20 for 7G for 7 days	\$49 for 200 Mins & 20GB for 30 days
New Zealand & Digicel Pacific (Fiji, PNG, Tonga, Vanuatu Nauru).	6	Pacific	\$20 for 2GB for 7 days	\$49 for 120 Mins & 5GB for 30 days
UK, Spain, Germany, Italy, France, Ireland.	6	Europe	\$20 for 1G for 7 days	\$49 for 60 Mins & 2GB for 30 days
India, China, Hong Kong, Singapore, Malaysia, Thailand, Korea, Japan.	8	Asia	\$20 for 1GB for 7 days	\$49 for 60 Mins & 2GB for 30 days
USA Inc Hawaii, Canada.	3	America	\$20 for 1G for 7 days	\$49 for 60 Mins & 2GB for 30 days

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

XV. Out of Bundle Rates

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	
		Directory Calls	0.50	Per Call
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, Philippines, Belgium, France, Ireland, Italy, Germany, Japan, Hong Kong		
		International Band 3		
		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	20.90			
Inmarsat/Iridium Satellite Calls				
3	SMS	On-net	0.20	Per SMS
		Off-net local Mobile/fixed	0.20	
		International SMS	0.20	
4	Data	Out of Bundle Browsing	0.02	Per MB

- 100% of credit would be rebated to customers based on complaints.
- The rates are VAGST inclusive and are charged as per the table above.
- Out of bundle, charge, charge for data does not apply unless the customer has opted in Yes to Shortcode 144.
- Service opened for both operators in Samoa and is open across the Pacific operators.

Roaming Out of Bundle Rates

Roaming Out of Bundle Rates								
Group	Countries	Call Back Home	Call within Roaming country	Received a call	Call rest of the world	Data MB	SMS	Satellite calls
Group 1	New Zealand, Australia, Canada,	\$ 0.99	\$ 0.99	\$ 0.99	\$ 5.99	\$ 0.99	\$ 0.40	\$ 25.00
Group 2	UK, Spain, Germany, Italy, France,	\$ 2.99	\$ 2.99	\$ 2.99	\$ 5.99	\$ 2.99	\$ 0.40	\$ 25.00
Group 3	Rest of the	\$ 5.99	\$ 5.99	\$ 5.99	\$ 5.99	\$ 5.99	\$ 0.40	\$ 25.00
Group 4	Satellite	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 0.40	\$ 25.00

- *More details including frequently asked questions and Terms & Conditions for products and services in the above table will be made available on the Digicel website.*

PREPAID PLANS TERMS AND CONDITIONS

1. Prepaid bundles can be purchased from the My Digicel App or USSD *123#;
2. Data rollover is not applicable on the above plans on auto-renewal or multiple options prior to plan expiry;
3. Data usage notification is available on 75%, 90% and 100% of plan consumption;
4. 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;
5. The bundle with the lowest expiry is consumed first if multiple bundles with different expiry are opted in customer;
6. An SMS confirmation message will be sent to customers once the bundle is opted in;
7. International calls are allowed in most plans however this is limited to the Top 15 destinations which include; Australia, New Zealand, USA, Canada, China, American Samoa, Digicel Pacific (Fiji, Tonga, Vanuatu, PNG, Nauru), Japan, Singapore, Hong Kong and Korea;
8. More information on terms and conditions will be made available on the Digicel website.
9. Prepaid data plans are provided over an open, shared, or contention network with no guaranteed speeds, and while LTE or 4G speeds can reach up to 100-150 Mbps on average, 5G speeds may reach 300-400 Mbps on average, with speeds fluctuating depending on factors such as network congestion, location, and device capabilities.

2) POSTPAID PLANS & BUNDLES

I. Smart Prime Plans

New: Smart Prime					
Plan Name	Monthly Fee (GST Inclusive)	VOICE	SMS	Data (GB)	DTV App Access
Smart Prime 49	\$49	250	250	25	Basic + 15GB
Smart Prime 69	\$69	400	400	40	Basic + 15GB
Smart Prime 99	\$99	600	600	60	Premium + 30GB
Smart Prime 119	\$119	700	700	70	Premium + 30GB
Smart Prime 139	\$139	800	800	80	Premium + 30GB
Smart Prime 179	\$179	1200	1200	120	Premium + 30GB
Smart Prime 219	\$219	1500	1500	150	Premium + 50GB
Smart Prime 249	\$249	1800	1800	180	Premium + 50GB
Smart Prime 299	\$299	2500	2500	250	Premium + 50GB
Smart Prime 349	\$349	3000	3000	300	Premium + 50GB
Smart Prime 399	\$399	3500	3500	350	Premium + 50GB
Smart Prime 499	\$499	5000	5000	500	Premium + 50GB
Smart Prime 699	\$699	7000	7000	700	Premium + 50GB

- App Data includes usage of the DTV App
- Sign up to a Postpaid contract is required
- Minimum term of 12 -24 months

II. My Sim Plans

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

III. Smart Capped Plans

Smart Capped Plans					
My Sim Plans	Monthly Fee	Mins	SMS	Data (GB)	DTV App Data (GB)
Smart Cap 60	\$60	300	300	30	Basic + 20 GB
Smart Cap 100	\$100	500	500	50	Premium + 30GB
Smart Cap 200	\$200	1200	1200	120	Premium + 30GB

- Minutes and SMS only apply to local on-net and off-net Voice and SMS

IV. Freedom Plans

Freedom Plans				
Plan Name	Monthly	Mins	SMS	Data
Freedom 60	\$60	300	300	3GB Email

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

V. Data Add on Plans

Data Addon Plans			
Plan Name	Charge	Data (GB)	Validity (Days)
PO TopUp 20GB	\$20	20	30
PO TopUp 40GB	\$40	40	30
PO TopUp 60GB	\$60	60	30
PO TopUp 80GB	\$80	80	30
PO TopUp 100GB	\$100	100	30

- Monthly charge is GST inclusive

VI. Voice Add on Plans

Local Voice Add on Plans			
Plan Name	Charge	Voice	Validity (Days)
Local Voice Add on 20	\$20	200	30
Local Voice Add on 50	\$50	500	30
Local Voice Add on 100	\$100	1000	30

- Monthly charge is GST inclusive

VII. Post-paid SMS Add-on Plans

SMS Add on Plans			
Plan Name	Charge	SMS	Validity (Days)
Add_On SMS Plan 200	\$20	200	30
Add_On SMS Plan 500	\$50	500	30
Add_On SMS Plan 1000	\$100	1000	30

- The monthly charge is GST-inclusive.

VIII. Post-paid International Add-on Plans

International Voice Addon Plans			
Plan Name	Monthly Charge	Voice	Validity (Days)
International Voice Addon 20	\$20	60	30
International Voice Addon 40	\$50	150	30
International Voice Addon 60	\$60	300	30

- *The monthly charge is GST-inclusive*

IX. Big Data Plans

Big Data Plans			
Plan Name	Monthly Fee	Data (GB)	Validity(Days)
Big Data \$99	99	100	30
Big Data \$149	149	150	30
Big Data \$199	199	200	30
Big Data \$249	249	250	30
Big Data \$349	349	350	30

- *The monthly charge is GST-inclusive*
- *Includes Free LTE or 5G Router with a sign-up on off-contract*

X. Post-paid LTE & Fixed Wireless Access (FWA)

LTE & Shared Plans			
Plan Name	Monthly Charge	Data	Validity (Days)
Go Biz Prime 499	499	500GB	30
Go Biz Prime 699	699	750GB	30
Go Biz Prime 899	899	1TB	30
Go Biz Prime 1199	1,199	1.5TB	30
Go Biz Prime 1799	1,799	2TB	30

- *The monthly charge is GST-inclusive*
- *Also available with dedicated Internet FWA.*
- *Installation fees may vary depending on location.*
- *Charges apply for fixed wireless equipment which is a one-off payment.*

XI. Fibre: FTTx (Home, Premises, Business)

Fibre: FTTx (Home, Premises, Business)					
Plan Name	Data Allowance	Monthly Charge	Installation Fee	Upload Speed	Download Speed
Basic 5	Unlimited	\$999	\$999	2Mbps	5Mbps
Standard 10		\$1,799	\$999	5Mbps	10Mbps
Prime 15		\$2,499	\$999	10Mbps	15Mbps
Elite 25		\$3,999	\$1,499	15Mbps	25Mbps
Essential 50		\$6,499	\$1,499	25Mbps	50Mbps
Premium 100		\$11,999	\$1,499	50Mbps	100Mbps
Unlimited 200		\$19,999	\$1,499	100Mbps	200Mbps

- Fibre installation cost is location-dependent and may vary
- Fibre access may not be available at all locations and is mainly deployed around Apia.
- Sign-up to a contract is required. Minimum term 24 months.
- Customers are recommended to seek more information from the Digicel corporate team before signing up.

XII. SME Office Package

SME Office Package					
Price	SME Office Package	Mobile	Router	Digi Fix	Total
\$299	Voice	500		500	1000
	Data (GB)	100	150		250
	SMS	500		500	1000

- A shared bundle with Mobile, Router and Digi Fix.
- Sign-up is required with a minimum term of 12-24 months.
- Include a 5G Mobile device, A Router (LTE/5G) and a Digi Fixed phone.
- Bundles minutes include local and Top 15 International.

XIII. Roaming Bundles

Roaming Bundles				
Region	Roaming: Destination	No. Countries	Data Plan	Mixed Plan
Australia	Australia Only	1	\$49 for 10GB for 7 Days	\$99 for 200 Mins +20GB for 30 Days
Pacific	New Zealand & Digicel Pacific (Fiji, PNG, Tonga, Vanuatu Nauru)	6	\$99 for 10GB for 7 Days	\$149 for 200 Mins +20GB for 30days
Europe	UK, Spain, Germany, Italy, France, Ireland	6	\$99 for 5GB for 7 Days	\$149 for 100 Mins +10GB for 30days
Asia	India, China, Hong Kong, Singapore, Malaysia, Thailand, Korea, Japan,	9	\$199 for 5G for 7 Days	\$249 for 100 Mins +10GB for 30days
American	USA, Canada, Hawaii, Alaska	4	\$199 for 5GB for 7 Days	\$249 for 100 Mins +10GB for 30days

I. Digi Fixed & HPBX Bundles

Business/HPBX Digifixed Plans			
Plan Name	Monthly Fee GST Inclusive	Voice	Validity
Digifixed 500min Bundle	\$75	500	30 Days
Digifixed 1,000min Bundle	\$149	1,000	30 Days
Digifixed 2,000min Bundle	\$270	2,000	30 Days
Digifixed 3,000min Bundle	\$400	3,000	30 Days
HPBX 5,000min Bundle	\$2,000	5,000	30 Days
HPBX 10,000min Bundle	\$2,500	10,000	30 Days
HPBX 15,000min Bundle	\$3,500	15,000	30 Days

II. Out of Bundle Rates

Out of Bundle Rates								
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								
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								
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								
Out of Bundle	0.02	0.02	0.02	na	0.01	0.01	0.01	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 and the World not including those in Group 4	1.99	1.99	1.99	6 Seconds	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, Tuvalu, Cook Islands, Niue, Kiribati, Falkland Islands	4.49	4.49	4.49	6 Seconds	3.90	3.90	3.90	6 Seconds
Iridium Satellite	20.91	20.91	20.91	6 Seconds	18.18	18.18	18.18	6 Seconds
International SMS	0.20	0.20	0.20	na	0.17	0.17	0.17	na

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

Roaming Out of Bundle Rates

Roaming Out of Bundle Rates								
Group	No. Countries	Call Back	Call	Received	Call Rest	Data MB	SMS	Satellite
		Home	within Roaming country	a call	of the World			
Group 1	New Zealand, Australia, Canada, USA/Alaska/Hawaii & Digicel Pacific (Fiji, PNG, Tonga, Vanuatu Nauru).	\$0.86	\$0.86	\$0.86	\$5.21	\$0.86	\$0.35	\$21.74
Group 2	UK, Spain, Germany, Italy, France, Ireland, India, China, Hong Kong, Singapore, Malaysia, Thailand, Korea & Japan	\$2.6	\$2.6	\$2.6	\$5.21	\$2.6	\$0.35	\$21.74
Group 3	Rest of the World	\$5.21	\$5.21	\$5.21	\$5.21	\$5.21	\$0.35	\$21.74
Group 4	Satellite	\$21.74	\$21.74	\$21.74	\$21.74	\$21.74	\$0.35	\$21.74

Digi Fixed Out of Bundle Rates

Digi Fixed Fixed Rates (National)			
Call Type	6 second Billing		
	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	0.10	0.10	0.10
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

Digi Fixed Fixed Rates (International)			
International Countries	6 second Billing		
	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

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

POSTPAID TERMS AND CONDITIONS

1. Post-paid plans are offered on a contract of a minimum of 12 months to 36 months;
2. Credit check and capacity to make payment is assessed prior to signing up;
3. Early termination fees apply if customers default on the contractual agreement;
4. 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;
5. The credit limit will need to be signed up by the customer for the use of out-of-bundle calls;
6. Charges will apply for devices based on the plan signed up for loss, damage or early termination;
7. The billing for Post-paid is recurring on a monthly or 30-day basis;
8. Data, Voice, SMS & International Add-On options available once customers have run out of their bundle;
9. A deposit is required to sign up for a post-paid plan which is a minimum 1x monthly fee or rental amount;
10. Calls in bundles including local on-net, and off-net calls including fixed line;
11. International calls are allowed in most plans however this is limited to the Top 15 destinations which include Australia, New Zealand, the United States of America, Canada, China, American Samoa, Digicel Pacific (Fiji, Tonga, Vanuatu, PNG, Nauru), Japan, Singapore, Hong Kong and Korea;
12. Data rollover is applicable for 1 month; however, the customer account needs to be in an active state;
13. For information on terms and conditions will be communicated upon sign-up and is part of contractual agreements.
14. Postpaid data plans operate on an open, shared, or contention network with no guaranteed speeds, and while LTE or 4G speeds can reach up to 100-150 Mbps on average, 5G speeds may reach 300-400 Mbps on average, all of which are subject to variation based on factors such as network congestion, location, and device capabilities.