

## **FAQ's & T's & C's for Digicel Summer to di World" Promotion**

### **1. What is the "Summer To di World" Promotion?**

- The "Summer to di World" Promotion gives prepaid and postpaid customers the chance to win prizes and phone credit.
- Prepaid customers will receive one entry for each electronic top up made valued at \$200 or more; and Postpaid customers will receive one entry into the draw for every twenty (20) minutes of talk time accumulated.
- There will be Twenty (20) daily winners of "To di World Minutes"; both the \$1,000 International plan and \$1,000 credit.
- Ten (10) weekly winners will receive a Blackberry Torch.
- One (1) lucky person will receive a Grand "**Gold**" prize of a BMW x1 Sdrive18i, JMD \$1 Million Cash and a Trip for 2 to 2012 Olympics in London courtesy of Digicel.
- One (1) lucky person will receive a Grand "**Silver**" prize of a BMW x1 Sdrive18i.
- One (1) lucky person will receive a Grand "**Bronze**" prize of JMD \$1 Million Cash.
- Active Prepaid and Postpaid 4G Customers are only included in the weekly and grand draw.

### **2. Who is the "Summer To di World" Promotion for?**

- The "Summer To di World" Promotion is available to all Digicel customers.

### **3. What is the promotion Period?**

- Start Date: Wednesday July 13, 2011
- End Date: Tuesday August 30, 2011

### **4. How does this promotion work?**

<b>Week</b>	<b>Qualifying Period</b>	<b>Draw Date</b>
1	Wednesday July 13, 2011 - Tuesday July 19, 2011	Wednesday July 20, 2011
2	Wednesday July 20, 2011 - Tuesday July 26, 2011	Wednesday July 27, 2011

3	Wednesday July 27, 2011 - Tuesday August 02, 2011	Wednesday August 03, 2011
4	Wednesday August 03, 2011 - Tuesday August 09, 2011	Wednesday August 10, 2011
5	Wednesday August 10, 2011 - Tuesday August 16, 2011	Wednesday August 17, 2011
6	Wednesday August 17, 2011 - Tuesday August 23, 2011	Wednesday August 24, 2011
7	Wednesday August 24, 2011 - Tuesday August 30, 2011	Wednesday August 31, 2011

- Prepaid customers will be required to make an electronic top-up of \$200 or greater (in one day) to qualify for a chance to win one of the prizes. 2 x \$100 top ups in 24hrs will also qualify for entry.
- Postpaid customers will qualify after every 20 minutes of accumulated talk time.
- Qualifying customers (Prepaid) will receive SMS informing them that they are eligible for the promotion. Postpaid Customers may contact Digicel Customer Care to find out how many entries they have in the applicable Daily Prize draw and applicable Weekly Prize draw. The qualifying period and corresponding draw dates may be seen in the table above.
- There will be three Grand Prizes;
  - ✓ One (1) lucky person will receive a Grand “**Gold**” prize of a BMW x1 Sdrive18i, JMD \$1 Million Cash and a Trip for 2 to 2012 Olympics in London courtesy of Digicel,
  - ✓ One (1) lucky person will be chosen to receive a Grand “**Silver**” prize of a BMW x1 Sdrive18i,
  - ✓ One (1) lucky person will be chosen to receive a Grand “**Bronze**” prize of JMD \$1 Million Cash.
- Active Prepaid and Postpaid 4G Customers are only included in the weekly and grand draw. N.B. **Prepaid 4G customers are required to make an electronic top up as well as activate a plan (1, 3, 7, 14, or 30 day plan) to qualify for the promotion.**
- Each day/week qualifying entrants will be randomly selected and contacted by a representative from Digicel.

- When contacted customers must state the Digicel Tag line correctly in order to win the credit as well as prizes, **Jamaica’s Bigger Better Network” or “The Bigger Better Network”**

**5. What is the daily prize?**

- Each day twenty (20) qualifying entries will be randomly selected.
- The first twenty (20) customers to quote the Digicel tagline correctly will each win “To di World Minutes” both the \$1,000 International plan and \$1,000 credit.
- 4G Broadband Customers are not eligible for the daily prize.

**6. What is the weekly prize?**

- Every Wednesday beginning, July 20, 2011 through to Wednesday, August 31, 2011, ten (10) qualifying entries will be randomly selected.
- The first ten (10) winners to quote the Digicel tagline correctly will each receive a Blackberry Torch.

**7. When is the Grand Prize Draw?**

- On Sunday September 4, 2011, there will be three (3) Grand Prize awards.
- Three (3) qualifying entries will be randomly chosen.
- Upon quoting the Digicel tagline correctly:-
  - ✓ One (1) customer will win a receive a Grand “Gold” prize of a BMW x1 Sdrive18i, JMD \$1 Million Cash and a Trip for 2 to 2012 Olympics in London courtesy of Digicel.
  - ✓ One (1) lucky person will receive a Grand “Silver” prize of a BMW x1 Sdrive18i.
  - ✓ One (1) lucky person will receive a Grand “Bronze” prize of JMD \$1 Million Cash.

**8. What is the Grand “Gold” Prize?**

- One (1) customer will be chosen to receive a Grand “Gold” prize of a BMW x1 Sdrive18i, JMD \$1 Million Cash and a Trip for 2 to 2012 Olympics in London courtesy of Digicel.

**9. What is the Grand “Silver” Prize?**

- One (1) customer will be chosen to receive a Grand “Silver” prize of a BMW x1 Sdrive18i.

**10. What is the Grand “Bronze” Prize?**

- One (1) customer will be chosen to receive a Grand “Bronze” prize of JMD \$1 Million Cash.

**11. How does a prepaid customer qualify for the promotional draws?**

- Prepaid customers will be required to make an electronic top-up of \$200 or greater (in one day), 2 x \$100 electronic top ups in 24hrs will also qualify for entry for a chance to win one of the prizes.
- Prepaid customers will receive one entry for each electronic top up made valued at \$200 or more.
- Prepaid customers will receive SMS informing that they are eligible for the promotion.
- Prepaid customers will also receive one entry if they top-up via electronic top ups totaling \$200 on the same day. For example, John adds a \$75 Variable Voucher at 10:00am and then adds a \$125 Flex-E at 1:00pm he will receive 1 entry.

**12. How are 4G customers included in the “Summer To di World” promotion?**

- Both prepaid and postpaid 4G customers can qualify for the weekly and grand prize.

**Prepaid:**

- a. All customers who topped up electronically and have been on an active 4G plan (1, 7, 14 or 30 days) within the previous week will be included in the weekly draw.
- b. This list will be run at end of day each Thursday for them to be included in the weekly draw.
- c. **Each J\$200 top-up will equal one (1) entry into the draw**

**Postpaid:**

- d. All Customers that have paid their 4G bill on time and in full will receive an entry in the weekly draw.
- e. This list will be run at end of day each Thursday for them to be included in the weekly draw and will include all postpaid customers who are fully paid up and paid their last bill on time, not just those that paid the bill in that previous week.

- f. Each J\$200 top-up will equal one (1) entry into the draw for a total of 12 entries (3 per week for 4 weeks)
- N.B. Both prepaid and postpaid 4G customers can qualify for the weekly and grand prizes. Please note that 4G customers are not eligible for daily prizes.

**13. How does a 4G customer qualify for the promotion?**

**Prepaid:**

- a. All customers who topped up electronically and have been on an active 4G plan (1, 7, 14 or 30 days) within the previous week will be included in the weekly draw.
- b. This list will be run at end of day each Thursday for them to be included in the weekly draw.
- c. **Each J\$200 top-up will equal one (1) entry into the draw**

Category	# of Entries	Frequency
Prepaid 4G – 1 Day	1	Per activation
Prepaid 4G – 3 Day	3	for 1 week
Prepaid 4G – 7 Day	6	for 1 week
Prepaid 4G – 14 Day	5	for 2 weeks
Prepaid 4G – 30 Day	4	for 4 weeks

**Postpaid:**

- d. All Customers that have paid their 4G bill on time and in full will receive an entry in the weekly draw.
- e. This list will be run at end of day each Thursday for them to be included in the weekly draw and will include all postpaid customers who are fully paid up and paid their last bill on time, not just those that paid the bill in that previous week.
- f. Each J\$200 top-up will equal one (1) entry into the draw for a total of 12 entries (3 per week for 4 weeks)

Category	# of Entries	Frequency
Postpaid 4G	3	for 4 weeks

- **N.B. 4G customers who do not have a phone number assigned to a service number will not be eligible for any of the draws. (Both weekly and grand prize draw).**

[The application is set up to take only phone numbers and not service numbers]

**14. Is a customer able to qualify with bonus credit?**

- **No.** Calls made from bonus credit do not apply to the Promotion.
- N.B. Bonus credit includes airtime loyalty redemption bonus credit, online top up bonus credit, overseas diaspora double bubble bonus credit, double bubble bonus credit, any other form of free bonus credit which does not form a part of the Customers main account balance.

**15. Will a customer who makes a single electronic top up valued at \$1,000 receive 5 entries into the draw?**

- No. The customer earns 1 entry for a **single** top up of \$1000 in a day

**16. Will prepaid customers who top up with two (2) \$100 electronic vouchers be eligible for the promotion?**

- Yes. Prepaid customers who top-up with two (2) \$100 electronic vouchers on the same day will receive an entry.
- In addition, top-ups done using Variable Electronic Vouchers that adds up to \$200 within a day will also receive 1 entry.

**17. Will top-ups done using a TextFlex voucher be eligible to enter the promotion?**

- No. TextFlex is not eligible for the promotion.

**18. What are the method of top ups that can be used as a prepaid customer to qualify for the “Summer To di World” Promotion?**

- Top Ups can only be done by an electronic method using either of the below.
  - ✓ Flex-E
  - ✓ Direct Flex
  - ✓ Bank Flex
  - ✓ Web Flex

- ✓ Tele Flex
- ✓ Street Flex
- ✓ Phone 2 Phone
- ✓ Online Top Up
- ✓ Direct Top Up
- ✓ Digicel International Top Up

**19. How does a postpaid customer qualify for the promotional draws?**

- Postpaid customers will receive one entry into the draw for every twenty (20) minutes of talk time accumulated.
- The following calls qualify each postpaid customer for the promotion.
  - ✓ Calls made to VIP partner(s)
  - ✓ Calls made to destinations included in their 'International Call plans'
  - ✓ Digicel to Digicel calls
  - ✓ Digicel to Fixed Line
  - ✓ Digicel to other Mobile providers
  - ✓ Digicel to International numbers qualify for accumulated talk-time for postpaid subscribers.
  - ✓ Calls using postpaid bundle minutes

**20. What calls will not qualify a postpaid customer for the promotion?**

- The following calls will not qualify a postpaid customer for the promotion
  - ✓ Calls while roaming
  - ✓ Calls to Voicemail
  - ✓ Emergency Numbers
  - ✓ Digicel Customer Care
  - ✓ Calls using Bonus Credit
  - ✓ **NB. Credit U does not qualify as a recharge for prepaid customers.**

**21. Are juveniles under 18 years old allowed to enter and win?**

- Yes. They must be accompanied by a parent or legal guardian over 18 years when claiming their prize.

**22. Can customers enter the promotional draw more than once in a day?**

- Yes. Prepaid customer will receive an entry each day as often as they top-up via an electronic top up method valued at \$200 or more.
- Postpaid customers will receive an entry for each twenty (20) minutes of talk time accumulated daily.

**23. How will the customers know that they have been entered into the daily and weekly draw?**

- Prepaid customers will receive a text message each time they receive an entry into the draw.
- Postpaid Customers may contact Digicel Customer Care to find out how many entries they have in the applicable Daily Prize draw and applicable Weekly Prize draw.

**24. Is there a restriction on how the credit won can be used?**

- No. The credit is for the customer to use as they choose.

**25. How long do customers who have won cash prizes have to collect them?**

- Customers have up to two (2) weeks after being notified that they have won to collect their prizes.

**26. How will the winners be notified?**

- Prize winners will be contacted by a representative from Digicel.
- Grand Prizes will be handed to winning customers at the UWI "Usain Bolt" Stadium at the viewing of the World Championship Games on Sunday, September 4, 2011.

**27. Will a potential winner still get the prize if he/she missed the call from the Digicel representative?**

- No. In order to win the customer is required to speak with the Digicel representative.
- If the call is unanswered then the attempt has failed. Failed attempts include calls where the phone rings without an answer, calls that go to the voicemail, calls where the phone is busy or if the phone is turned off.
- Three (3) attempts will be made to contact each customer that is chosen.
- If that attempt fails, then another potential winner is selected.

**28. I am a winner and do not want my picture or name to be published to the public; can I still claim my winnings?**

- No. Digicel reserves the right to use the names and images of winners in the media. If a winner refuses, they forfeit the rights to claim the prizes.

**29. What is the Digicel tagline?**

- For the purpose of this promotion, either of the following two responses will be deemed correct:
  - “Jamaica’s Bigger Better Network”
  - OR
  - “The Bigger Better Network”

**30. If I was contacted and won where do I collect the prize?**

- You will be required to collect your prize at the Digicel office located in Kingston.
- The address is:

Digicel

R.K.A Building

10 – 16 Grenada Way

Kingston 5.

**31. What do I need in order to claim the prize?**

- You are required to take with you the following items
  - ✓ A government issued photo ID (passport, driver’s license or national voter’s card)
  - ✓ The phone with the SIM card for the winning number that was used to enter.
  - ✓ N.B. In the event that a disabled person was selected, that customer will be allowed to have a representative collect the prize on their behalf, providing that there is a written consent , which must be endorsed by a

Justice of the Peace. A valid photographic ID of both the winner and the representative will be required to claim the prize.

**TERMS AND CONDITIONS APPLICABLE TO THE DIGICEL'S RECHARGE  
PROMOTION "SUMMER TO DI WORLD"**

1. The Digicel Recharge Promotion ("the Promotion") is available to Digicel Flex (Pre-paid) Customers, Digicel Select (Postpaid) Customers and 4G Broadband Customers, ('Customers').
2. **The Promotion is "Authorized under Section 58(3) of the Betting, Gaming and Lotteries Act"**
3. The Promotion will run from July 13, 2011 until August 30, 2011. ("The Promotion Period")
4. During the Promotion Period, three types of prizes will be awarded: the Daily, Weekly and three Grand Prizes.
5. The Daily Prizes will be awarded to Prepaid and Postpaid Customers as follows:
  - a. The first twenty (20) winners to correctly state the Digicel tag line will win JA\$1,000 Digicel Credit and JA\$1,000 International Credit for each day during the Promotion Period
6. The credit prize of JA\$1,000 Digicel Credit and JA\$1,000 International Credit for the daily winners will be added to the winner's phone within forty-eight (48) hours.
7. 4G Broadband Customers are not eligible for the daily prize.
8. The Weekly Prizes will be awarded as follows:
  - a. The first ten (10) winners to correctly state the Digicel tagline will each win a Blackberry Torch
9. The Grand Prizes will be awarded as follows:
  - a. Bronze – JA\$1,000,000 cash
  - b. Silver – 1 2012 BMW x1 sdrive18i
  - c. Gold –
    - i. 1 2012 BMW x1 sdrive18i
    - ii. JA\$1,000,000
    - iii. Trip for 2 to 2011 Summer Olympics in London
10. All winners are selected at random and a member of Digicel's Customer Care will call the Customer to tell them that they have won a prize.
11. Customers must correctly state the Digicel tag line when contacted to win a prize (i.e. "The Bigger, Better Network" or "Jamaica's Bigger Better Network").
12. Digicel will call the qualifying Customer three (3) consecutive times only and if the Customer's number is busy/no answer/off or if the customer does not want to participate in the Promotion (for example, for religious reasons), another Customer will be called.
13. Prepaid 4G Broadband Customers who have topped up and activated a plan (1, 3, 7, 14 or 30 days) will receive an entry/entries for the weekly and grand prize draws as seen below:

Category	# of Entries	Frequency
Prepaid 4G – 1 Day	1	Per activation
Prepaid 4G – 3 Day	3	for 1 week
Prepaid 4G – 7 Day	6	for 1 week
Prepaid 4G – 14 Day	5	for 2 weeks
Prepaid 4G – 30 Day	4	for 4 weeks

14. Postpaid 4G Broadband Customers who have paid their bill in full and on time will receive an entry/entries for weekly and grand prize draws as follows:

Category	# of Entries	Frequency
Postpaid 4G	3	for 4 weeks

15. Prepaid customers will receive one (1) entry for every electronic top-up of at least JA\$200.00 in value in any 24 hour period during the Promotional Period (NB. Prepaid Customers can top up with JA\$100 twice during 24 hours and will receive one (1) entry) for each draw
16. Prepaid customers may top-up using any of Digicel Jamaica’s electronic recharge methods i.e. FlexE, DirectFlex, BankFlex, WebFlex, TeleFlex, StreetFlex, Phone 2 Phone, Digicel International Top Up, Digicel Online Top Up and Direct Top Up.
17. Credit U does not qualify as a recharge method.
18. Postpaid customers will receive one (1) entry for every twenty (20) minutes of accumulated talk time within 24 hours.
19. Calls by Postpaid customers to their VIP partner(s) or destinations included in their ‘International Call plans’ are eligible for accumulated talk time.
20. Digicel to Digicel calls, Digicel to Fixed Line, Digicel to other Mobile providers and Digicel to International numbers qualify for accumulated talk-time for postpaid subscribers.
21. Calls to voicemail, customer care or zero rated short codes do not qualify for accumulated talk-time for postpaid subscribers.
22. All qualifying Customers will be entered for the daily prize for the following day; therefore for example Customers who qualify on 19 July 2011 will be called on 20 July 2011.

23. All qualifying Customers will be entered for the weekly prize for the week that they have qualified to enter as set out in the qualifying period in number 26.
24. All entries should be in by August 30, 2011, the grand prize winners will be drawn on August 31, 2011 and the grand prize presentation will take place on September 4, 2011.
25. The Grand Prizes of :
  - a. Gold:
  - b. Silver
  - c. Bronze:
26. The qualifying periods and draw dates for the weekly prizes are as follows:

<b>Week</b>	<b>Qualifying Period</b>	<b>Draw Date</b>
1	Wednesday July 13, 2011 - Tuesday July 19, 2011	Wednesday July 20, 2011
2	Wednesday July 20, 2011 - Tuesday July 26, 2011	Wednesday July 27, 2011
3	Wednesday July 27, 2011 - Tuesday August 02, 2011	Wednesday August 03, 2011
4	Wednesday August 03, 2011 - Tuesday August 09, 2011	Wednesday August 10, 2011
5	Wednesday August 10, 2011 - Tuesday August 16, 2011	Wednesday August 17, 2011
6	Wednesday August 17, 2011 - Tuesday August 23, 2011	Wednesday August 24, 2011
7	Wednesday August 24, 2011 - Tuesday August 30, 2011	Wednesday August 31, 2011

27. Winners have fourteen (14) days within which to collect their prizes.
28. Prizes are to be collected from Digicel, RKA Building, 10-16 Grenada Way, Kingston 5. This does not apply to the daily winners of the Digicel credit as the credit will be sent directly to their Digicel sim cards.
29. Winners of the prizes must bring in valid photographic government ID, such as a passport and they must also bring the Digicel SIM card to which the credit was added or the calls were made from. In the event that a disabled customer is selected, that customer will be allowed to have a representative collect the prize on their behalf, providing that there is written consent, which must be endorsed by a Justice of the Peace. A valid photographic government ID of both the winner and the representative will be required to claim the prize.
30. Minors are eligible for this Promotion but must be accompanied by a parent or guardian when coming to redeem their prize.
31. Digicel employees, dealer principals or employees of any of our affiliated companies, advertising, promotion and public relations agencies, dealers, distributors, or anyone else connected with this promotion and their immediate family members and household members are not eligible for entry. For these purposes immediate family members are spouses, parents, siblings and children.
32. Winners will be required to participate in any planned publicity in connection with this Promotion. By entering the Promotion, the prize winner consents to the use of their

- name, likeness, image, photograph for any and all programming and/or publicity promotion or advertising purposes, commercial or otherwise, in all media and formats used by us or our agencies, without further compensation, throughout the entire world in perpetuity. If a winner refuses to do so, they forfeit their right to claim the prize.
33. Digicel will be responsible for all travel arrangements for the Grand Prize winner and his/her travel companion, providing that travel arrangements are confirmed by the date and time stipulated by Digicel. Failure to provide all information requested may render the award of the Grand Prize void and unenforceable. Travel arrangements may not be changed after they are submitted. Winners will be responsible for their own spending money. The Grand Prize trip is subject to air travel availability, holiday and blackout dates and other travel restrictions as applicable. The Grand Prize winner and companion must have, and are responsible for obtaining, valid travel documents (including visas where necessary). Digicel shall not be responsible for failure to redeem the Grand Prize due to insufficient or inadequate travel documents.
  34. The Grand Prize winner shall be solely responsible for any immigration or travel visas which he or she may require in order to travel to the United Kingdom including any transit visas where required.
  35. The Grand Prize winner will have one (1) month to acquire all travel documents necessary.
  36. The Grand Prize may not be exchanged or redeemed for cash.
  37. The Grand Prize is transferable and in the event the winner cannot obtain adequate travel documents or does not wish to travel the Grand Prize must be transferred to a Digicel customer with adequate travel documents including current travel visas.
  38. Where a winning Customer is transferring the Grand Prize in accordance with clause 37 above, the Customer must request the transfer in writing to be witnessed by a JP , valid photographic ID of both the winner and the transferee will be required to claim the prize.
  39. Digicel, with consultation and prior approval from the BGLC, reserves the right to at any time vary the terms of the Competition, to amend its Terms and Conditions, or to withdraw the Competition. In any of these events, notice will be given via media advertisements or messages to subscribers and will be effective immediately or as of the date referred to in such notifications.
  40. Digicel, with consultation and prior approval from the BGLC, reserves the right to terminate, cancel, suspend and/or modify the Competition if any fraud, virus or other technical problem corrupts the administration, security, safety or proper play of the Competition. In such event, Digicel hereby specifically reserve the right (but not the obligation) to award some other prize hereunder (as determined by Digicel, with consultation and prior approval from the BGLC) by means of a random drawing from among the eligible entries received up until the time of the impairment.