

1. What is the Digicel International Call Plan?

- Digicel International Call Plan is an offer that will allow customers to have free bundled minutes that may be used to call select international numbers.
- Since July 3, 2009 Digicel customers have two (2) International Call Plans to choose from.
 - i. International Call Plan 1250: calls are zero-rated and capped at one thousand two hundred and fifty (1,250) minutes for each 30-days period.
 - ii. International Call Plan 1000: calls are zero-rated and capped at one thousand (1,000) minutes for each 30-days period.
- Customers using this service will receive bundled minutes and reduced rates to mobile and landline numbers in the USA, Canada, China, India and landlines only in the UK and Spain.
- Calls to toll free numbers are not included

2. How does the International Call Plan works?

- Once a Digicel customer has activated the service, they will begin to access bundles and then a discounted rate to call the USA, Canada, China, and India (Landlines and Mobiles), UK and Spain landlines only.
- The International Call Plan does not include calls to toll free numbers.

Destination	Mobile	Landline	Toll Free Numbers
Canada	✓	✓	✗
China	✓	✓	✗
India	✓	✓	✗
Spain	✗	✓	✗
United Kingdom	✗	✓	✗
United States	✓	✓	✗

- For prepaid customers, each plan is valid for thirty (30) days after activation.
- For post-paid customers, each plan is valid per calendar month.
- If the call being made is to a number outside the approved international numbers, then regular rates will apply (\$17.75 per minute).

Note: Calls to Cuba attract a rate of \$90 per minute

3. What is the subscription fee for the International Call Plan?

- Digicel customers have two (2) plans to choose from.
 1. International Call Plan 1250 where the subscription fee is JMD \$1,250 includes 1250 minutes to call select international destinations.
 2. International Call Plan 1000 where the subscription fee is JMD \$1000 includes 1000 minutes to call select international destinations.

4. What International Call Plans are available?

- There are two (2) International Call Plans available as of July 3, 2009.
- The plans are:

Plan Name	Details	Cost
International Call Plan 1250	For 30 days customer will get: <ul style="list-style-type: none">✓ Free international calls capped at 1250 minutes✓ Free calls include landline & mobile in US, Canada, China, India; landline only in Spain & U.K.✓ Reduced rate of \$8 per minute to those destinations after exhausting free minutes✓ Option to purchase additional bundle minutes	JMD \$1,250
International Call Plan	For 30 days customer will	JMD \$1000

1000	get: <ul style="list-style-type: none"> ✓ Free international calls capped at 1000 minutes ✓ Free calls include landline & mobile in US, Canada, China, India; landline only in Spain & U.K. ✓ Reduced rate of \$8 per minute to those destinations after exhausting free minutes ✓ Options to purchase additional bundle minutes 	
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5. Can a customer join both plans simultaneously?

- No. Customers may join one of the two plans at any given time.
- If a customer wishes to change from the International Call Plan 1250 to the International Call Plan 1000 and vice versa they will be required to wait until they receive the renewal message and then dial 134*2*1000# to change from the Plan 1000 to the Plan 1250 or *134*2*1250# to change from the Plan 1250 to the Plan 1000.
- In the case of a prepaid customer, the plan will be changed upon renewal after the current 30 days period has expired.
- In the case of a postpaid customer, the plan will be changed on the first day of the following month.

6. Who can activate the International Call Plan?

- ALL Digicel customers, except Special Corporate Account holders, are eligible to activate an International Call Plan.

7. Are corporate customers eligible for the service?

- Yes. Digicel corporate customers are eligible for the service.
- Note: Special corporate customers are not eligible to activate an International Call Plan.

8. Are Dual Accounts customers eligible for the service?

- Yes. Digicel Dual Account customers are eligible for the service.
- Note: For Dual Account customers the service will automatically be activated on the prepaid side of their account, so they must have credit in the prepaid side for activation. Customers will therefore be required to use the prefix *949 when dialing the selected destinations.

9. As a Prepaid Corporate CUG (Hybrid) customer can I access the service?

- Yes. Digicel Prepaid Corporate CUG customers are eligible for the service.
- Note: Hybrid customers will be required to use the prefix *949 when dialing the selected destinations.

10. Are Digicel Friends and Family customers eligible for the service?

- Yes. Digicel customers who are on Friends and Family (VIP Talk, VIP Talk Unlimited, Nite Owl and VIP Text) are eligible for the service.

11. What are the benefits of activating the International Call Plan?

- Customers will be able to access bundles and reduced rates to call selected international numbers.

12. How does a customer activate an International Call Plan?

STEPS:

1. Dial *134# SEND to initiate the International Call Plan.

2. Once the request is received the customer will receive instructions to select a plan via text messages as seen below:
 - "To activate Intl Call Plan 1250 at a cost of \$1250 dial *134*1250#. To activate Intl Call Plan 1000 at a cost of \$1000 dial *134*1000#."
3. Once the plan is selected customer will receive instructions to confirm payment.
 - "Please dial *134*1# to confirm Digicel Intl Call Plan for calls to USA, Canada, China, India, UK & Spain; xxxx minutes mthly for \$xxxx. To cancel dial *134*9#"
4. Once the activation is complete, a confirmation text message is sent advising the customer that the plan is now active.
 - "Thank you for activating Digicel's Intl Call Plan. Usage is restricted to xxxx mins of international calls monthly. \$8 per min applies after xxxx mins is used"

NOTE:

- The customer can only activate one plan per 30-days period.
- A plan is valid for 1 calendar month for postpaid customers and 30 days for prepaid and dual account customers; after which the plan will expire and the customer will have the option to renew the plan.
- Postpaid customers will be billed as per their billing cycle, and will receive prorated minutes, and be charged prorated fees if they activate a plan after the 1st day of the month.

13. What happens if a customer has insufficient credit to activate the International Call Plan?
 - Customer will receive an SMS stating "Sorry you do not have enough funds to activate the Intl Call plan. Please add the required credit to your phone and try. Thank you for choosing Digicel".
 - Once sufficient credit is on account, customer may try again by entering *134#
14. How long does a customer have to activate an International Call Plan?

- A customer has a 30 minutes time period in which to complete the activation process.
15. What happens if the activation process is not completed within the 30 minutes time period?
- The customer receives an SMS stating "Your request to activate the International Calling Plan has expired. Thank you for choosing Digicel"
 - The customer has to restart the activation procedure.
16. Is there a limit to the number of minutes that are available on the International Call Plan?
- Yes. As a part of the fair usage clause, minutes will be capped depending on the plan that the customer activates.
 - Customers who activate the International Call Plan 1250 are allowed to make up to 1,250 minutes of calls.
 - Customers who are on the International Call Plan 1000 are allowed to make up to 1,000 minutes of calls.
 - Note: Customers have the option of purchasing additional minutes before or after the minutes have been exhausted.
17. Will the unused minutes associated with the International Call Plan roll-over to the following month if the plan is renewed before it expires?
- Yes. As of October 1, 2009 Digicel customers are now able to roll-over unused international minutes once the plan is renewed before the expiry date.
 - For example, John, a prepaid customer, activated an International Call Plan 1000 that expires on October 29, 2009. On October 28, 2009 John dials the code *134*6*1000# to renew the plan and is charged successfully. If on October 30, 2009 when the next 30 days period begins John has 50 unused minutes, then 50 minutes will be added to the 1000 bundled minutes. Therefore, John will have 1050 minutes for international calls within the International Call Plan over the next 30 days.

- The plan must be renewed before the current expiry date in order for the minutes to roll over to the next 30 days service period.
18. What is meant by "renewing the plan"?
- A plan is renewed when a prepaid customer dials *134*1*minutes# within the four days period before the plan ends.
 - In addition, the customer's account must be successfully charged on the day the plan is renewed for the next 30 days period.
 - Once both criteria have been met the plan is considered to have been renewed and the minutes will roll-over to the next 30 days period.
 - Postpaid customers' plans are automatically renewed on the first day of each month.
19. Will the unused minutes rollover for postpaid customers?
- Yes. Postpaid customers will have their unused minutes roll-over the first of each month once the plan is not cancelled.
20. Will the unused minutes for the International Call Plan rollover if the customer changes the plan?
- Yes. Any customer, prepaid or postpaid, who dials the code *134*2*mins# to change from one plan to the other will have their unused minutes rolled over when the plan is changed.
21. Will unused bundle minutes associated with the Digicel International Call Plan be available for use if the plan is not renewed and has expired?
- No. The International Call Plan is valid for 30 days (in the case of a prepaid customer) or a calendar month (in the case of a postpaid customer) and as such all benefits, including bundled minutes, associated with the plan will expire when the plan ends.
 - Prepaid customers must renew the plan before the current expiry date in order to have unused minutes available for the next 30 days period.

- Postpaid customers' unused minutes will not be available the next month if the code *134*6*<minutes> is dialed to cancel the automatic renewal.
22. What is meant by the "plan has expired"
- A plan expires when the prepaid customer does not dial *134*1*minutes# during the four days renewal window.
 - A plan also expires when a prepaid customer dials the code to renew, but was unsuccessfully charged at the time of renewal.
 - A postpaid plan expires when the customers dials *134*6*minutes# within the four days opt-out window.
23. Is there a limit on the number of minutes that can be rolled over each month?
- Yes. The maximum number of minutes that can be rolled over is equivalent to the number of minutes in the plan the customer is on.
 - Therefore, a customer on an International Call Plan 1250 is allowed to rollover a maximum of 1,250 minutes each time the plan is renewed. And a customer on an International Call Plan 1000 is allowed to rollover a maximum of 1,000 minutes each time the plan is renewed.
24. What happens after a customer uses all the minutes on the International Call Plan before the plan ends?
- Prepaid customers who uses all the allotted minutes on an International Call Plan before the 30 days period ends as well as postpaid customer who uses all the minute before the end of the calendar month has two options available for continued benefit of the service:
 - i. Purchase additional minutes
 - ii. Continue to make calls within the plan at a reduced rate of \$8 per minute
 - Unused additional minutes purchased by a postpaid customer will not roll-over. Postpaid customers are only able to roll-over unused minutes received from the first set of bundles received each month.

25. Will a customer be allowed to transfer unused minutes to another customer in a Digicel International Call Plan?
- No. The international minutes received on an International Call Plan are not transferable.
26. How does a customer purchase additional minutes within an International Call Plan?
- A customer on an International Call Plan 1000 may purchase additional minutes by dialing *134*5*1000#. While a customer on an International Call Plan 1250 may purchase additional minutes by dialing *134*5*1250#.
 - The customer is limited to purchasing minutes that are equivalent to the current plan. For example, if a customer is on the International Plan 1250 he/she can only purchase 1250 minutes at a time.
27. What is the cost to purchase additional minutes within an International Call Plan?
- Customers on an International Call Plan 1000 who purchase an additional 1000 minutes will be charged \$1000 each time additional bundles are purchased. Similarly, customers on an International Call Plan 1250 who purchase as additional 1250 minutes will be charged \$1250.
 - Note: The cost for the additional minutes purchase and the number of minutes received will be prorated for postpaid customers.
28. Will the customer get an additional 30 days after purchasing additional minutes?
- No. The plan end date will remain unchanged.
 - For postpaid customers, the plan will end on the last day of the month.
29. Is the customer allowed to purchase more or less minutes than the plan that he/she is on?
- No. The customer is required to purchase minutes based on the plan they are currently on.
 - For example, a customer who is on an International Call Plan 1250 is only allowed to purchase 1,250 minutes. Similarly, a customer who is on an International Call Plan 1000 is only allowed to purchase 1000 minutes.

30. Is there a limit on the number of times a customer may purchase additional minutes?
- Yes. Postpaid customers are allowed to make one purchase of additional minutes each month. Similarly, prepaid customers are allowed to make one purchase of additional minutes within each 30 days period.
31. Will customers opt not to purchase additional minutes still benefit from the reduced rate of \$8 per minute if the minutes finish before the plan ends?
- Yes. Customers on a Digicel International Call Plan who have exhausted the international minutes before the plan ends will continue to benefit from the reduced rate of \$8 per minute to make calls within the plan.
 - The option to purchase additional minutes is an added benefit that was included in the International Call Plan as of October 1, 2009.
32. How does a customer query the service expiry date and remaining minutes on a Digicel International Call Plan?
- The option to query remaining minutes is only available for prepaid customers.
 - As a prepaid customer, to query the expiry date and minutes on the Digicel International Call Plan send *134*1250# if you are on the International Call Plan \$1250 or *134*1000# if you are in the International Call Plan \$1000. You will receive the following SMS:

You have xxx minutes remaining on your International Call plan which expires on ^EXPIRE_DATE^. Thank you for choosing Digicel.
 - To query your expiry period, as a postpaid customer on the International Call plan send *134*1250# for the International Call Plan \$1250 or *134*1000# for the International Call Plan \$1000. You will receive the following SMS:

Your International Call plan will expire on ^EXPIRE_DATE^. Thank you for choosing Digicel.
 - To query minutes remaining in your International Call plan as a postpaid customer you will be required to call Customer Care (Dial 100 from Digicel phone) with verifications.

33. How does a prepaid customer renew the International Call Plan before it expires?
- Prepaid customers who have subscribed to any one of the International Call Plans will receive renewal messages at least four (4) days before the plan expires.
 - Prepaid customers on an International Call Plan 1250 are required to dial *134*1*1250# to renew the plan for another 30 days. While customers on an International Call Plan 1000 will dial *134*1*1000# in order to renew.
 - On the day when the current 30 days period expires the customer will be charged for the new 30 days period and the plan expiry date reset for another 30 days. In addition, unused minutes will be rolled over.
 - Note: Customers will not be charged for the plan renewal at the time of dialing the renewal code. Customers will be charged at the time the system renews the plan. Therefore, customers are required to have the credit on the account at the time the plan is being renewed by the system.
34. How does a postpaid customer renew the International Call Plan?
- International Call Plan renewal is automatic for postpaid customers.
 - The plan is automatically renewed the first day of each month.
35. How does a postpaid customer cancel the automatic renewal of a plan?
- Each month renewal notifications are sent before the plan is renewed. Postpaid customers will receive a notification message 4 days and 1 day before the last day of each month.
 - Customers on an International Call Plan 1000 are required to dial *134*6*1000# before 11:59:59pm on the last day of the month in order to cancel the renewal of the plan; while customers on an International Call Plan are required to dial *134*6*1250#. The customer will then receive the following message confirming that the plan has been cancelled:
"Your International Call plan renewal has been cancelled. You may activate a new plan after ^EXPIRE_DATE^ by dialing *134#. Thanks for choosing Digicel."

36. Once the International Call plan has been activated can I deactivate it in the middle or any other point before the end of the plan?
- No. The International Call plan is valid for 30-days in the case of prepaid and one calendar month in the case of postpaid; all benefits will expire at that time.
 - At the end of each month post-paid customers who are on an International Call Plan will have an option to not renew the service. If a postpaid customer wishes to discontinue the plan he/she is required to take advantage of the 4-days opt-out window. Plan may not be deactivated before the end of the calendar month.
37. What countries are included in the International Call Plan?
- USA, Canada, China, India, UK, and Spain are the countries that are included in the Digicel International Call Plan.
 - Note: Only calls to UK and Spain fixed lines (landlines) are included in the International Call plan, calls to UK and Spain mobile numbers will be billed at the regular rate of \$17.75 per minute.
 - Plan does not include toll free numbers.
38. As a Digicel International Call plan customer, must I have credit on my account to use the service?
- No. As a Digicel International Call customer, you are not required to have credit on your account to make calls to the International Call plan destinations once there are still bundled minutes remaining on the plan.
 - Note: If a customer has exhausted the bundled minutes they will need to have credit on their account to make a call.
39. As a postpaid International Call plan user, will I still receive the primary and secondary bundled minutes associated with my original contract?
- Yes. As a postpaid customer you will still receive any bundles associated with your primary contract with Digicel.
 - Your International Call plan will be set up as your secondary contract valid until the end of the plan after which your service will automatically revert to your primary contract offering.

40. What is the charge for making calls to countries outside of an International Call plan destination?
- If a call is made to any other number outside of the selected destinations then the regular call charges will be applied i.e. \$17.75.

Note: Calls to Cuba attract a rate of \$90 per minute

41. Will I receive any SMS bundles with my International Call plan?
- No. International Call plan does not include any SMS bundles.
 - You will be charged at the regular rate for sending SMS and to access all other Digicel services (e.g. GPRS, Data and Roaming services.).
42. When I am roaming will I still receive a discount on calling countries included in the International Call plan?
- No. The benefit for the International Call plan is ONLY available within the home network. Therefore if a customer who is on the International Call plan is roaming, roaming charges will be applied to their account.
43. As a prepaid user, if my account is in a de-active state can I activate the International Call plan?
- No. If your account is in a de-active state you cannot activate the International Call plan, your account must be in an active state.
44. As a prepaid user if my account is barred can I active the International Call Plan?
- No. If your account is barred you will not be able to activate the plan and receive the following SMS. "Your account is temporarily blocked. The service fee cannot be charged at this moment. Please contact customer care."
45. As a prepaid user, if my account is in a de-active (no airtime) state can I still make calls to countries included in the International Call plan?

- No. If your account is in a de-active state you cannot make calls to countries that are included in the list of destinations for the International Call plan, your account must be in an active state.
46. As a prepaid user, if my account is in an inactive (no credit) state can I still make calls to countries included in the International Call plan?
- Yes. If your account is in an inactive state you can make calls to countries that are included in the list of destinations for the International Call plan if you have bundled minutes remaining.
47. As a postpaid user, if my account is in a warned/dunned state can I activate the International Call plan?
- No. If your account is in a warned/ dunned state you cannot activate the International Call plan, your account must be in an active state.
48. As a postpaid user, if my account is in a warned (one overdue bill) state can I still make calls to countries included in the International Call plan?
- No. You are unable to make calls including call from the International Call plan if you have an overdue bill.
49. As a postpaid user, if my account is in a dunned (two overdue bills) state can I still make calls to countries included in the International Call plan?
- No. If your account is in a dunned state you are unable to make calls including calls from the International Call plan as you are two-way barred, and cannot make or receive calls.

TERMS AND CONDITIONS APPLICABLE TO THE DIGICEL INTERNATIONAL CALLING PLANS

1. Participation in the Digicel International Calling Plans ("Plans") is available to all Digicel Customers whether Prepaid, Postpaid, Dual Account or Hybrid Customers ("Subscribers").
2. There are currently two types of International Calling Plans available the International 1,000 Plan with 1,000 bundled minutes and the International 1,250 Plan with 1,250 bundled minutes, Digicel reserves the right to change the packages available.
3. Only calls to select international destinations are included in the packages, Digicel reserves the right to change the destinations included.
4. Calls to Toll-free numbers and numbers for premium services are not included in the Plans and are billed at Digicel's usual rates for such calls.
5. Prepaid Subscribers activate the Plans once per 30-day period (i.e. a 30 day cycle)
6. Postpaid Subscribers activate the Plans once per one month (i.e. once per billing cycle).
7. At the end of the cycle of a Plan the Subscriber can chose to switch and subscribe to the other Plan if they so wish or they can renew the same plan that just expired.
8. As of 1 October 2009 Customers who have not used all the minutes in their plan and who also renew their plan before the end of the plan cycle will be entitled to the benefit of rollover minutes. This means that a Customer's unused minutes will be transferred to the new plan so long as the Customer renews the service before the expiry date of the original plan. Customer's should note that unused minutes can only be rolled over once also:

- (i) For the 1,000 Plan a maximum of 1,000 minutes can be rolled over
 - (ii) For the 1,250 Plan a maximum of 1,250 minutes can be rolled over
9. As of 1 October 2009, Customers can now opt to purchase additional bundles during their cycle, i.e. before their plan expires. NB the additional bundle will expire at the same time as the original plan.
- (i) Customers who are on the 1,000 Plan can only purchase an additional bundle of 1,000 minutes
 - (ii) Customers who are on the 1,250 Plan can only purchase an additional bundle of 1,250 minutes
 - (iii) Customers are limited to purchasing 1 additional bundle per cycle
 - (iv) Where a Customer has not finished the minutes of their additional bundle at the end of the cycle the Customer can benefit from rollover minutes as described above so long as the Customer renews their subscription before the end of the plan.
 - (v) Where a Customer has minutes left over from their additional bundle and they do not renew their plan, those minutes will automatically expire when the original plan expires.
10. The benefits of the Plans do not apply whilst the Subscriber is roaming.
11. The fees quoted for subscription to the Plans does not include General Consumption Tax (GCT) which is applicable.
12. Subscribers may register for either of the Plans by dialling *134# and following the prompts.
13. In the case of Pre-paid Subscribers the subscription fee for a Plan is deducted from the Subscriber account at the time of activation. Post-paid Subscribers are billed at the end of their usual billing cycle. Where Post-paid Subscribers join a Plan in the middle of the billing cycle they will be charged prorated fees for that initial billing cycle and before the start of the next billing cycle they will be prompted to renew the Plan, if the customer chooses to renew they will be charged the full fee for the next billing cycle.
14. If a Subscriber does not have sufficient funds credited to his/her account at the time of activation he/she will not be able to subscribe to a Plan.
15. Prepaid Subscribers may check their balance at anytime by dialling *134# and following the prompts.
16. Post-paid Subscribers may call the call centre by dialling 100 from their mobile phone to check their balance.
17. Prepaid and Post-paid Subscribers are locked in for 30 days after signing up or continuing the plan. If a Subscriber does not use his/her bundled minutes and is not renewing his/ her subscription at the end of the 30 day period then there will be no roll over of the unused minutes, they will expire automatically.
18. Pre-paid subscriptions can be renewed at the end of each subscription period if the customer wishes to do so. Four days before the end of each subscription period the Subscriber will receive a reminder that that the subscription will expire at the end of the 30 day period and advising how allow the plan to be renewed.
19. Post-paid subscriptions are automatically renewed at the end of each subscription period. Four days before the end of each subscription period the Subscriber will receive a reminder that that the subscription will be automatically renewed and advising how to prevent automatic renewal

20. Corporate Prepaid and Dual account Subscribers must dial *949 before they dial the international number otherwise the call will be charged at the normal rates and the International Call Plan minutes and rates will not apply.
21. The Plan is offered for personal use by individuals and is not designed for commercial use. Digicel reserves the right to terminate these services forthwith if in its sole opinion they are being abused. Such abuse shall include but is not limited to:-
- (i) open circuits without voice conversations, or
 - (ii) circuits being used for data transmission and/or non-voice communication,
 - (iii) unreasonable levels of usage,
 - (iv) reselling or attempts to resell the service, whether on a commercial basis or otherwise,
 - (v) general abuse deemed to attempt to undermine Digicel's network.
22. Digicel reserves the right to at any time cancel, withdraw, or amend the Plans. In that event notice will be given via media advertisements or messages to customers or on Digicel's website and will be effective immediately or as of the date referred to in such notifications.