

1. What is the Digicel Prepaid Blackberry service?
 - Prepaid customers will now be able to access and use all the functionality of their Blackberry devices (Internet, Email, Blackberry Messenger etc.) for a set time period (depending on the plan selected)!
 - You will receive BlackBerry Internet Service (BIS) which allows you to stay in touch on the go an office in your hands!
2. What is Blackberry service?
 - It is a product offered by "Research in Motion" (RIM). The service allows customers to send and receive email from their devices, browse the Internet, use Blackberry messenger and install and use a wide variety of third party applications.
 - BlackBerry service allows you to stay in touch with everything that matters to you while you're on the go. Email, phone, maps, organizer, applications, games, the Internet and more.
 - For further information on Blackberry service please refer to, www.blackberry.com
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3. Is Prepaid Blackberry service the same as postpaid?
 - YES
 - Same as Postpaid Consumer BIS service, but includes alternatives for signing up – weekly and fortnightly to suit your budget
4. Who can activate the Prepaid Blackberry Service?
 - Only Prepaid customers can activate this service.
5. What does a Customer need to access the Prepaid Blackberry Service?
 - Prepaid account with adequate credit available.
 - GSM Blackberry device
6. Which handsets are compatible with the Prepaid Blackberry Service?
 - Blackberry handset models
 - Blackberry Pearl – 8100, 8110, 8120
 - Blackberry Kickstart – 8220
 - Blackberry Curve – 8300, 8310, 8320
 - Blackberry 8800 series – 8800, 8820, 8830
 - Blackberry Bold – 9000
 - Blackberry 8700 series – 8700c, 8700r, 8700g, 8707g, 8705g.
 - Blackberry 7290
7. Which plans are available with the Prepaid Blackberry Service?
 - Weekly (7 Day) plan – \$499
 - Fortnightly (14 Day) plan – \$899
 - Monthly (1 month) plan – \$1599

8. What are the benefits of the Digicel's prepaid Blackberry service as compared to the competition?
- Our plans offer variable service periods of 7, 14 and 30 days rather than a fixed one (1) month service period.
 - Our service can be activated very quickly through USSD codes rather than calling Customer Care.
 - Setup of Blackberry device is quick and easy after plan is activated.

9. How do Customers activate the prepaid Blackberry Service?

STEPS:

- Dial "*136# SEND" to initiate Prepaid Blackberry activation.
- Select your plan
- Confirm selection of your plan

Customer must remove phone battery and replace it to register device on network after completing activation.

NOTE:

- The customer has access to the Blackberry service while the plan is active.
- As soon as the plan has ended, customer will no longer be able to access Email, BB messenger and Internet.
- Customer will be charged 25c per KB to access internet from their mobile device when their plan has ended.

10. Can a Customer complete the activation process without removing their battery?

- YES
- Customer will access the Menu in their phone
 - Go to 'Options', (Wrench shaped icon)
 - Go to 'Advanced Options'



- Go to 'Host Routing Table', press the options button  and choose 'REGISTER NOW'

The device will now automatically register on the network. Customer will receive a message from 'Blackberry Registration' stating "Your handheld has been registered with the wireless network"

11. How do Customers setup Email on their Blackberry?

- Shortly after a plan is activated and the Blackberry restarted/registered, the browser will automatically load an email set-up webpage (as seen below).

If webpage does not automatically load, user may select Email settings icon from phone.



Email setup from phone
Browser loading screen



Step 1. Select 'Create New Account'

New Users

You need to create an account to begin sending and receiving email on your BlackBerry device. Please ensure that your device is connected to the wireless network, then click "Create New Account" below to begin.

Create New Account

Existing Users

To log in, please provide your user name and password below.

User name:

Step 2. Carefully read legal agreement and Select 'Yes' option and then 'I agree'

Account Setup

Welcome to BlackBerry Internet Service!

To proceed with account setup, please review the following Legal Terms and Conditions and select "I Agree" to acknowledge that you have read, understood, and agree to be bound by the Legal Terms and Conditions.

BlackBerry Internet Service End User Agreement

BY CLICKING ON "I AGREE" BELOW, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THE BLACKBERRY INTERNET SERVICE END USER AGREEMENT AND THE BLACKBERRY END USER SOFTWARE LICENSE AGREEMENT AND YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD AND AGREE TO ABIDE BY AND COMPLY WITH ALL TERMS, CONDITIONS AND NOTICES CONTAINED IN OR REFERENCED BY THESE AGREEMENTS, AND THAT YOU HAVE THE AUTHORITY TO DO SO. IF YOU DO NOT AGREE TO BE LEGALLY BOUND BY THE TERMS AND CONDITIONS OF

I have read and understand the Legal Terms and Conditions.

Do you agree to be bound by the Legal Terms and Conditions?

Step 3. Create unique username and password

Account Setup

Create a user name and password for your BlackBerry account. When you want to change your email settings, you will need these details.

User name:

The user name must begin with a letter or number. It may contain letters and numbers, as well as the the underscore, dash, and period characters.

Choose password:

Passwords must contain between 6 and 16 characters. Passwords are case sensitive and cannot contain accented characters.

Confirm password:

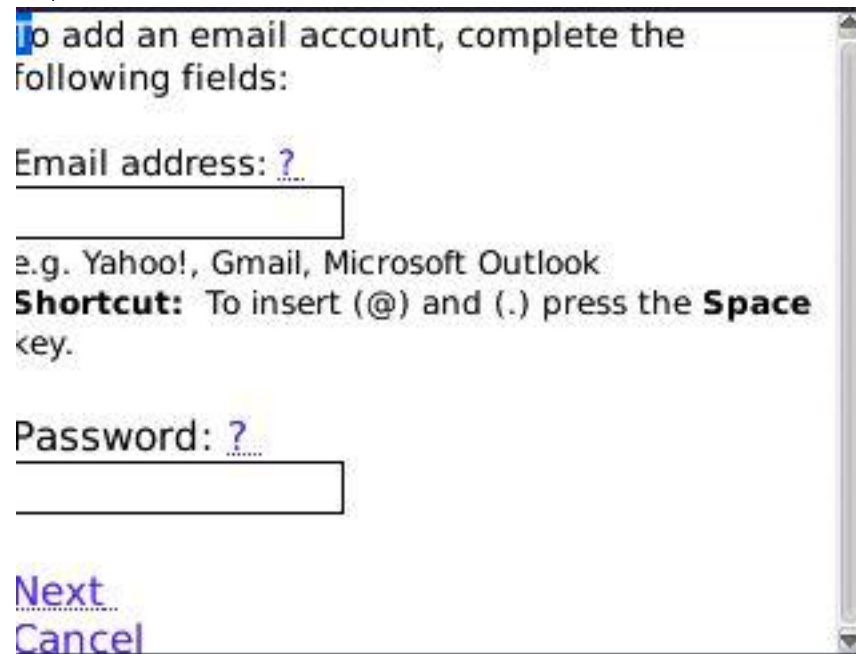
Step 4: Select email account. Customers can add/remove/edit email accounts



Step 5: " Add Email account"



Step 6: Enter Email account information



To add an email account, complete the following fields:

Email address: ?

e.g. Yahoo!, Gmail, Microsoft Outlook
Shortcut: To insert (@) and (.) press the **Space** key.

Password: ?

[Next](#)
[Cancel](#)

- If the webpage does not automatically load, customers may go to <http://digicel.blackberry.com> from their computer.

Email setup from <http://digicel.blackberry.com> site

Step 1:

Access site and select "Create New Account"

Welcome to BlackBerry!

New Users

You need to create an account to begin sending and receiving email on your BlackBerry device. Please turn on your device and ensure that it is connected to the wireless network. Then click "Create New Account" below to begin.

[Create New Account](#)

Existing Users

To log in, please provide your user name and password below.

User name: [Require Assistance?](#)

Password: [Forgot Password?](#)

[Log In](#)

[Português \(Portugal\)](#) [English](#) [Français](#) [español](#)

Step 2: Carefully read legal disclaimer and select 'I agree' if in agreement

Account Setup

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I have read and understand the Legal Terms and Conditions.

Do you agree to be bound by the Legal Terms and Conditions?

Step 3:
Enter PIN and IMEI and select Continue

Account Setup

To begin creating your BlackBerry Service account, type your device details below:

Device PIN:

Device IMEI:

To find your PIN perform one of the following actions:

- In the BlackBerry device options or settings, click **Status**.
- Look for the PIN and IMEI information on the outside of the box that your BlackBerry device or BlackBerry-enabled device came in.
- Turn the BlackBerry device off and remove the battery. Look for the sticker on the BlackBerry device with the PIN information where the battery is usually located.

N.B. Customers will need their PIN and IMEI to set-up the service.
IMEI can be found by entering *#06# on handset
PIN can be found by selecting the Options icon (Wrench shaped icon) in Menu and then selecting 'Status'

Step 4:
Create unique username and password

Account Setup

Create a user name and password for your BlackBerry account. When you want to change your email settings, you will need these details.

User name:

The user name must begin with a letter or number. It may contain letters and numbers, as well as the the underscore, dash, and period characters.

Choose password:

Passwords must contain between 6 and 16 characters. Passwords are case sensitive and cannot contain accented characters.

Confirm password:

Step 5:
Select email account. Customers can add/remove/edit email accounts.

BlackBerry

Services

- Email Accounts

Settings

- Change Device
- Language
- Password
- Service Books

Email Accounts

Manage the accounts you are using with your BlackBerry device.

Valid Email Account

- ✓ .edu
- ✓ @digicel.blackberry.com

Add An Existing Email Account

Set up an existing work or personal email account for use with your BlackBerry device. ex. Yahoo!®, Gmail™, Microsoft Outlook®

BlackBerry Device Email Address

The email address for your BlackBerry is @digicel.blackberry.com

12. I already have an account with another carrier/network. Will I be able to get Digicel Prepaid Blackberry Service?
- You should request that the account for the device be removed by the other network/carrier.
 - You will need to contact carrier/network with appropriate verification/credentials for account to be removed on device.
 - N.B. If the you have an unlocked Blackberry device from another provider with an email account already setup on that network, you may not be able to set up a new email account on Digicel's Prepaid Blackberry service. As such, you may not be able to receive your email directly on the Blackberry device (i.e. your email may not be accessible from the Message icon). You will be able to

receive email by using the Internet Browser to directly access the website of the respective Email Service Providers (e.g. browsing for Hotmail, Gmail, Yahoo). Also, all other Blackberry Services will be provided.

13. How many Email accounts can I setup with my Blackberry device?

- You can have up to Ten (10) separate Email accounts on your Blackberry device.
- N.B. This includes your device email address @digicel.blackberry.com

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14. Can customers renew their prepaid Blackberry plan?

- YES
- One (1) day before the plan expires, an SMS is sent to customer reminding them that their plan will soon expire and also how to renew it.

Customer will enter *136*1*Plan_code#

15. How do I renew and select another plan?

- One (1) day before plan expiry customers will receive a text message noting how to renew and change plan if desired.

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Steps to Renew and Select another Plan.

Step 1: Message will state "Your subscription to plan <PLAN_NAME> will expire on <DATE_TIMESTAMP>. To extend subscription dial *136*1*PLAN_CODE#, to change subscription dial *136*2*PLAN_CODE#.

After Customer has entered *136*2*PLAN_CODE# they will receive instructions on how to change their plan.

Step 2: "To change your plan from x day to x day at a cost of \$x dial *136*OLD_PLAN_CODE*NEW_PLAN_CODE#. To change to x day at a cost of \$x, dial *136* OLD_PLAN_CODE*NEW_PLAN_CODE #"

EXAMPLE: Customer John has a Prepaid BlackBerry plan active so the message will read "To change your plan from 7 day to 14 day at a cost of 200.00JMD dial *136*10*20# "

Step 3: Message received before current plan expires.

Plan Prepaid BlackBerry x will be activated after your Prepaid BlackBerry x plan expires on <TIME_STAMP>

Step 4: Message received after current plan expires.

"Your plan Prepaid BlackBerry x was successfully changed to plan Prepaid Blackberryx"

N.B. After a plan has expired a Customer has a grace period of 30 days to renew their plan by entering a USSD code *136*1*Plan_code#

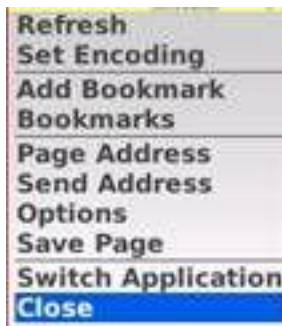
- Once the grace period has finished however, a customer will need to re-start activation by entering *136#.

16. If a customer has a Prepaid Blackberry plan active are they charged to browse Digicel Live or purchase ringtones/pics?

- YES
- DigiPics & tones is a premium service that is NOT included in the Prepaid Blackberry offering.
- Browsing of the Digicel live site is not included in the Prepaid BlackBerry service.

Browsing the Digicel Live_site is charged at 25 cents per Kilobyte.

N.B. If Customer has accessed Digicel Live using their browser and wishes to browse other websites without being charged_ Customer should close and re-open browser as seen below.



17. If I am roaming will I be charged to use data services on my Blackberry?

- YES
- When roaming, data charges will be rated at the ROAMING DATA RATE

N.B. Customer will only enjoy the full benefits of the Prepaid Blackberry Service while in Jamaica.

18. Where can customers purchase Blackberry Devices?

- Customers may purchase Blackberry handsets at any our Digicentres and selected Dealer stores.

Dealer Name	Street	Town	Parish
Max Cellular	Super Plus Centre, 21 Sevens Road	May Pen	Clarendon
Norton Telecommunications	Shop 5 May Pen Plaza, 29 Main Street	May Pen	Clarendon
U2 Connect Communications	Main Street	Frankfield	Clarendon
UG's Better Buy	1 Miller Drive	Lucea	Hanover
Anbell Agencies	51 Knutsford Boulevard	New Kingston	Kingston
Anbell Agencies	58 Constant Spring Road	Kings Plaza	Kingston
Bramwell Texaco	31a Oxford Road	New Kingston	Kingston
Caricom Importers & Distributors Ltd/Global Cellular	4B Half Way Tree Road	Cross Roads	Kingston
Celli-Shac	Kiosk, Losushan Shopping Centre, Barbican Centre	Barbican	Kingston
Celli-Shac	1a Manor Park Plaza	Manor Park	St. Andrew
Cellnet	Shop # 3, 40a Mannings Hill Road	Kingston 19	Kingston
Cellular Place	28-48 Barbados Avenue	New Kingston	Kingston
Cellular Technology	Shop #34, Twin Gates Plaza	Half-Way-Tree	Kingston
Courts	70 King Street	Down Town	Kingston
Courts	29 Constant Spring Road	Half-Way-Tree	Kingston
Courts	Shop 18, Boulevard Super Centre	Washington Blvd.	Kingston
Courts	79-81a Slipe Road	Cross Roads	Kingston
Courts Jamaica Ltd.	117 Hope Road	Liguanea	Kingston
Fimi Wireless	13 Dominica Drive	New Kingston	Kingston
Fimi Wireless	Shop 1A, Pavilion Mall Plaza	Constant Spring Road	Kingston
Fimi Wireless	72 Harbour Street,	Down Town	Kingston
Global Cellular	18 Orange Street	Down Town	Kingston

Jamcel Ltd	5 Molynes Road	Molynes Road	Kingston
Jamcel Ltd	96C Molynes Road	Washington Blvd.	Kingston
Matate Holdings Ltd.	2-4 Savannah Ave, Michi	Washington Blvd.	Kingston
Matate Holdings Ltd.	Shop #13-15 Tropical Plaza, Constant Spring Road	Half-Way-Tree	Kingston
Matate Holdings Ltd.	Shop #46 Sovereign Centre	Liguanea	Kingston
Matate Holdings Ltd.	HWT Bus Terminal	Half-Way-Tree	Kingston
Matate Holdings Ltd.	UWI Book Store - Mona Campus	Mona	Kingston
Max Cellular	Shop # 6a New Kingston Shopping Centre	New Kingston	Kingston
Max Cellular	Norman Manley International Airport	Kingston	St. Andrew
Normitel	111a Molynes Road	Molynes Road	Kingston
Norton Telecommunications	Shop #3 Harbour View Shopping Centre	Harbour View	St. Andrew
Quality Cellular	Shop # 8 Cassanova Plaza	Constant Spring Road	St. Andrew
S&S Hardware	Shops #9 & 18, Papine Plaza	Papine	Kingston
Source Cellular	173 Mountain View Avenue	Mountain View	Kingston
Ace Wireless	Unit #23, Main Street	Spalding	Manchester
Fimi Wireless	Shop 4, Caledonia Road	Mandeville	Manchester
Fimi Wireless	Willogate Shopping Centre	Mandeville	Manchester
U2Connect Communications	Shop # 28/29 Elite Mall, 29 Caledonia Road	Mandeville	Manchester
U2Connect Communications	Main Street	Christiana	Manchester
R.A.P. Communications	1 Harbour Street	Port Antonio	Portland
DIGIORDER Jamaica Limited	20 Main Street	Browns Town	St. Ann

DIGIORDER Jamaica Limited	70 Main Street	Ocho Rios	St. Ann
Luv Chat	Shop#GF10, Island Plaza	Ocho Rios	St. Ann
Runaway Bay Communications	Shop #4 Coombs Plaza	Moneague	St. Ann
Runaway Bay Communications	Shop #7 TSSL Mall Main Street	Discovery Bay	St. Ann
Runaway Bay Communications	Shop #2, FH Towncentre	Runaway Bay	St. Ann
Source Cellular	12 Main Street	Ocho Rios	St. Ann
U2 Connect Communications	76 Main Street	Ocho Rios	St. Ann
Anbell Agencies	Unit 77, Portmore Pines	Portmore	St. Catherine
Ace Wireless	4C Darlington Drive	Old Harbour	St. Catherine
Ace Wireless	Shop #42 Portmore Town Centre	Portmore	St. Catherine
AJ Marketing	Bushy Park Texaco	Portmore	St. Catherine
Cellular Jamaica Ltd.	Shop #29 LOJ Shopping Centre	Spanish Town	St. Catherine
Cellular Place	20 Martin Street	Spanish Town	St. Catherine
Comtech Limited	Shop #27 Port Henderson Plaza	Portmore	St. Catherine
Courts	Lot 15 Portmore Parkway	Portmore	St. Catherine
Fimi Wireless	Shop # 23 Portmore Mall	Portmore	St. Catherine
Jamcel Ltd	Shop #15, 48 King Street	Linstead	St. Catherine
Speed Talk	Shop #1, 44 Main Street	Linstead	St. Catherine
Trademark	Lot 34, Sydenham Complex	Old Harbour	St. Catherine
Ace Wireless	Shop # 29 Phillips Plaza	Santa Cruz	St. Elizabeth
Kinkead	Danny Royes Plaza	Junction	St. Elizabeth
U2Connect Communications	Shop #8 Valley P Plaza, Main Street	Santa Cruz	S. Elizabeth
Zee Wireless	Shop #1&2, Main Street	Black River Montego Bay	St. Elizabeth
Anbell Agencies	Shop #6, Overton Plaza	Bay	St. James

Best Choice	Shop # 5 Casa Montego Shopping Arcade	Montego Bay	St. James
Compucell	81 Barnett Street	Montego Bay	St. James
Comtech Limited	Unit 11, Centre Point Plaza, Union Street	Montego Bay	St. James
Courts	11 Barnett Street	Montego Bay	St. James
Fimi Wireless	Cnr Church & St. James Streets	Montego Bay	St. James
Fimi Wireless	Westgate Shopping Centre	Montego Bay	St. James
Valu-Cel	Blue Diamond Shopping Ce	Montego Bay	St. James
Rap Communication	Triple P Plaza, Main Street	Highgate	St. Mary
Anbell Agencies	7 Church Street	Morant Bay	St. Thomas
Speed Talk	22 Queen St.	Morant Bay	St. Thomas
Ace Wireless	Main St. Albert Town	Albert Town	Trelawny
Microbeeps	36 Market Street	Falmouth	Trelawny
U2 Connect Communications	127 Great Georges Street	Savannah-La-Mar	Westmoreland
Foundation Imports	Coral Seas Plaza	Negril	Westmoreland

Blackberry Prepaid – Terms & Conditions

1. Agreement

These terms and conditions shall govern the relationship between Digicel (Jamaica) Limited (hereinafter referred to as "we", "us", "our" and "the Company") and the user (hereinafter referred to as "you", "your" "the Customer") of the Blackberry Prepaid Service (hereinafter referred to as "Service(s)", "Digicel Mobile Service") and shall constitute legal and binding obligations on the parties once you have made or received your first call from your prepaid phone. Where applicable your registration form shall form part of these terms and conditions. These Terms & Conditions annul all prior understandings between you and us. By using Services, you have agreed to these Terms & Conditions. We reserve the right to amend or unilaterally change any of Digicel Mobile Service products and/or Digicel Mobile Service services and/or the Terms and Conditions of this Agreement subject to notifying you of such amendments. Such notification may be by way of advertisement in the national media, SMS

text messaging and/or our website. If the Service is used after notice of amendment, then it shall be deemed accepted. This agreement is governed by the Laws of Jamaica.

2. Maintenance of Existing Terms & Conditions

You agree to continue to observe and abide by the Standard digiFLEX and digiSELECT terms and conditions of service established at the activation of prepaid and postpaid mobile service. For the avoidance of doubt, these Terms and Conditions are in addition to any other terms and conditions of use of any of the Company's other services.

3. Service Charges

The Company's tariffs for the Service, as amended from time to time, also form part of the Agreement. We reserve the right to alter such tariffs and will notify the Customer of such a change by notice in writing via advertisement in the national media, SMS text messaging and/or via our website. All tariffs are exclusive of GCT.

4. Service Description

The Company shall provide the Prepaid Blackberry Service as described in Schedule 1.

5. Service Period

The service period is either:

- a. Weekly (7 days) counted from the time of day that the Customer is activated (for instance, if the Service is activated at 9:00 am the Service will be deactivated at 8:59 am 7 days later).
- b. Bi-Weekly (14 days) counted from the time of day that the Customer is activated as per (a) above.
- c. Monthly (30 days) counted from the time of day that the Customer is activated as per (a) above.

6. Roaming

Digicel's Data Roaming rates, as amended from time to time, will apply when the Customer is roaming. The tariffs for this Service only apply to usage in Jamaica.

7. Payment

The payment for the Service will be deducted from the Customer's account balance when the Customer subscribes to the Service. If there is an insufficient balance on the account the Service will not be activated.

8. Customer Obligations

You consent to and agree to:

- a. abide by all the terms and conditions of use of the Service as outlined herein;
- b. comply with laws and regulations governing this network and service;
- c. utilize the Service for personal use only and not for commercial and/or business purposes;
- d. immediately report and confirm in writing, loss, theft, damage of handset and/or SIM Card preventing your use of the Service;
- e. comply with all reasonable requests by us, or others on our behalf, particularly in relation to the investigation of fraud or other offences or as required by law or in legal proceedings. Should the Company deem it necessary to enforce its rights hereunder in any legal action you will reimburse the Company for all costs and expenses including reasonable attorney's fees as a result of such legal action.

9. Suspension & Termination

This Agreement may be suspended and/or terminated without the need for prior written or verbal communication:

- a. if any information supplied by you is found to be false or misleading;
- b. if you do not comply with and/or breach any of the Terms and Conditions of this Agreement;
- c. if we have any reasonable cause to believe that you are abusing the service or are unable to pay for Service;
- d. if you notify us that your handset has been lost or stolen;
- e. if we have reasonable cause to believe that Service was obtained fraudulently or fraudulent or improper use of your handset or SIM card is taking place against us or a third party;
- f. if you commit a trespass on the Network or any equipment owned by the Company
- g. if you conspire to defraud the Company
- h. if, in the sole opinion of the Company, you should do anything which could be or is detrimental to the operation of the Network or the Company
- i. if Services rendered to you in the sole opinion of the Company may cause the Operation of the Network to be jeopardized or impaired, or allow others to do any of the foregoing with your equipment or any act that does not comply with relevant legislation and regulation;
- j. if we are unable to provide Service to you;
- k. if you do anything which in the opinion of the Company is intended to result in the evasion or avoidance of the Company's charges or defraud the Company;
- l. if you do anything which is intended to, or results in or likely to bypass the Service;

10. Customer Information

Digicel will send you information from time to time that is deemed relevant to you. If you do not wish to receive this information you may notify Digicel in writing.

11. Unenforceability

If any part of this Agreement shall be deemed invalid, illegal or unenforceable, the validity, legality or enforceability of the remainder of this Agreement shall not in any way be affected or impaired.

SCHEDULE 1

Service Description

1. The Blackberry Prepaid Service gives Customers **unlimited** access during the Service Period to the Blackberry Internet Service which allows the Customer access to personal email accounts (maximum of 10) and internet/web browsing.
2. The Blackberry Prepaid Service does **not** include premium WAP browsing (Digicel Live), the provision of voice services, SMS text messaging or roaming.
3. The Blackberry software also includes the following features:
 - a. Maps
 - b. Organiser
 - c. Games
 - d. Media Player
 - e. Camera
 - f. Applications and more
4. You must own or purchase a Blackberry handset or a Blackberry compatible handset and a Digicel SIM card prior to applying for the Service.
5. There are three (3) types of plans available under this Service:

Type of Plan	Length of Plan
Weekly	7 days
Bi-Weekly	14 days
Monthly	30 days

6. The Customer must ensure that they have sufficient credit on their account before accessing the Service and Customers should note that GCT will be charged at the point of purchasing credit.

7. The Customer understands that the Service is subject to the Blackberry Network which Digicel has no control over and as such:
 - a. If the customer has a Blackberry device that is locked to another network, Digicel will be unable to provide Prepaid Blackberry service to that customer.
 - b. If the customer has an unlocked Blackberry device from another provider with an email account already setup on that network, the customer will not be able to set up a new email account on Digicel's Prepaid Blackberry service. As such, the customer may not be able to receive his or her email directly on the Blackberry device (i.e. his or her email may not be accessible from the Message icon). The customer will be able to receive email by using the Internet Browser to directly access the website of the respective Email Service Providers (e.g. browsing for Hotmail, Gmail, Yahoo). All other Blackberry Services will be provided.
 - c. In the event that the Blackberry Network fees are increased, Digicel reserves the right to increase the cost of the Service, however Digicel will notify the Customer beforehand, such notification may be by way of advertisement in the national media, SMS text messaging and/or our website.
 - d. The Customer understands that the Service is subject to the Blackberry Network being operational and the Customer will not hold Digicel liable in any way for the lack of Service due to the Blackberry Network being out of commission for whatever reason.