

## **FAQ's & T's & C's for Digicel Rappa pam pam dis Christmas Recharge promotion 2011**

### **1. What is the Christmas Recharge Promotion?**

- The Christmas Recharge Promotion is where all prepaid and postpaid (GSM and 4G) customers have the chance to win a weekly and a Grand prize throughout the promotional period.
- Prepaid customers who top up with values of \$200 or more and postpaid customers that make accumulated calls for 20 minutes will receive one (1) entry for the weekly or grand prize.
- All customers who purchase any of the select handsets or 4G devices throughout the promotional period will receive one (1) entry for the weekly or grand prize.
- There will be 10 weekly winners of the Samsung P1000 Tablet and 14 winners (1 per parish) of \$1,000,000 for the grand prize.
- Active Prepaid and Postpaid 4G Customers are included in both the weekly and grand draw.

### **2. Who is the Christmas Recharge Promotion for?**

- The Christmas Recharge Promotion is available to all Digicel customers. That is, postpaid and prepaid 4G and GSM account holders.

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

- Start Date: Friday November 18th
- End Date: Thursday January 13th

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

- Prepaid customers will be required to purchase top-up of \$200 or greater (in one day) to qualify for a chance to win one of the prizes. Two (2) \$100 top ups in 24hrs will also qualify for entry.
- Postpaid customers will qualify after every 20 minutes of accumulated talk time.
- All customers who purchase any of the select handsets or 4G devices throughout the promotional period will receive one (1) entry for the weekly or grand prize.

- Qualifying customers (Prepaid) will receive a SMS informing 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.
- One (1) qualifying entry will be randomly chosen for the grand prize of \$1 million dollars for 14 winners(one per parish)
- Customers must repeat the Digicel Tag line correctly in order to win the credit or cash prize, **Jamaica’s Bigger Better Network” or “The Bigger Better Network”**

**5. What phones will be on sale in the Christmas promotion?**

**GSM- Prepaid/Postpaid**

**Table 1**

<b>Manufacturer</b>	<b>Model</b>	<b>Prepaid</b>	<b>Postpaid</b>
Nokia	C6-00	\$21,950.00	\$17,560.00
Nokia	X3-02	\$14,950.00	\$11,960.00
Samsung	I5800	\$15,450.00	\$12,360.00
Samsung	S5250 (Wave 2)	\$10,950.00	\$8,760.00
Samsung	B3410	\$9,450.00	\$7,560.00
Sony Ericsson	E15a/X8	\$17,950.00	\$14,360.00
Nokia	N8-00	\$25,950.00	\$20,760.00
Nokia	X2-00	\$10,450.00	\$8,360.00
Samsung	E1086	\$2,850.00	\$2,280.00

***NB. All prices are subject to 25% GCT***

**GSM- Postpaid**

- With the activation of a new postpaid a/c customers will receive a further 50% discount on select phones seen in **Table 2**

**Table 2**

Manufacturer	Model	With New Postpaid Activation
Nokia	X3-02	\$5,225
Samsung	I5800	\$7,475
Samsung	S5250 (Wave 2)	\$5,475
Nokia	X2-00	\$7,725

***NB. All prices are subject to 25% GCT***

- With the activation of a Select 1000, there will be a 30% discount on selected blackberry phones. These phones can be seen in **Table 3**

**Table 3**

Manufacturer	Model	With Activation of Select 1000
Blackberry	8520	\$21,105
Blackberry	9300	\$27,265

***NB. All prices are subject to 25% GCT***

**6. What 4G devices will be on sale in the Christmas promotion?**

**4G- Prepaid/Postpaid**

- 4G customers will also benefit from the promotion as there will be discounted prices on the various 4G devices. These devices can be seen **Table 4.**

**Table 4**

Device	Prepaid \$	Postpaid \$
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ZTE AX225 (USB Dongle)	2,950.00	1,950.00
Greenpacket EX250 (Standard CPE)	2,950.00	Free
Greenpacket UH235 (USB Dongle)	4,450.00	1,950.00
D-Link Router & EX250 Bundle	6,950.00	3,950.00
Greenpacket MF250 (MIFI)	9,450	5,950.00

**NB. All prices are subject to 25% GCT**

## 7. Which day will the draws be done?

### Weekly Dates

Week	Qualifying Period	Draw Date
1	Friday Nov 18th 2011 - Thursday Nov24th 2011	Friday 25th Nov 2011
2	Friday Nov 25th 2011 - Thursday Dec 1 2011	Friday 2nd Dec 2011
3	Friday Dec 2nd 2011-Thursdays Dec 8th 2011	Friday 9th Dec 2011
4	Friday Dec 9th 2011-Thursdays 15th Dec 2011	Friday 16th Dec 2011
5	Friday 16th Dec 2011 - Thursday 22nd Dec 2011	Friday 23rd Dec 2011
6	Friday 23rd Dec 2011 – Thursday 29th Dec 2011	Friday 30th Dec 2011
7	Friday 30th Dec 2011 – Thursday 5th January 2012	Friday 6th January 2012
8	Friday 6th January 2012 – Thursday 12th January 2012	Friday 13th January 2012

### Grand Prize draw

- The grand prize draw will be held on January 17<sup>th</sup> 2012. All winners will be contacted on the same day.

## 8. What is the weekly prize?

- Every Friday beginning, November 25, 2011 through to Friday January 13, 2012, ten (10) qualifying entries will be randomly selected.
- All 10 winners will receive a Samsung P1000 Tablet.
- Customers must repeat the Digicel Tag line correctly in order to win the weekly prize, **Jamaica’s Bigger Better Network” or “The Bigger Better Network”**

## 9. What is the grand prize?

- On January 17, 2012, fourteen (14) qualifying entries (one per parish) will be randomly selected to win \$1,000,000 cash.
- Customers must repeat the Digicel Tag line correctly in order to win the cash prize, **Jamaica’s Bigger Better Network” or “The Bigger Better Network”**

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

- Prepaid customers will be required to top-up \$200 or greater (in one day) for a chance to win one of the prizes. Two \$100 top ups within 24hrs will also qualify as an entry. Also an entry will be received for any handset or 4G device purchase listed for the promotion
- Prepaid customers will receive one entry for each voucher added valued at \$200 or more.
- Prepaid customers will receive an SMS informing that they are eligible for the promotion.
- Variable top up entries should be either 2 \$100 top-ups or \$200 or greater. Variable top ups less than \$100 that will equal \$200 within 24 hours will not qualify as an entry.

**11. How are 4G customers included in the Christmas Recharge promotion?**

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

Prepaid:

- a. Prepaid customers will be required to purchase top-up of \$200 or greater (in one day) to qualify for a chance to win one of the prizes. Two (2) \$100 top ups in 24hrs will also qualify for entry.
- b. Qualifying customers (Prepaid) will receive a SMS informing that they are eligible for the promotion once the qualifying top-up is completed.

Postpaid:

- c. All Customers that have paid their 4G bill on time and in full will receive one entry in the weekly draw.
- d. This list will be run at end of day Thursday for them to be included in the weekly draw & will include all postpaid customers who are fully paid up.

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

- Prepaid customers will be required to purchase top-up of \$200 or greater (in one day) to qualify for a chance to win one of the prizes. Two (2) \$100 top ups in 24hrs will also qualify for entry
- All Customers that have paid their 4G bill on time and in full will receive one entry in the weekly draw.
- One entry is received for each 4G device that is purchased from the select devices listed for the promotion.

**N.B. 4G customers who do not have a MSISDN 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 MSISDNs and not service numbers]

**13. 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, Digicel Christmas Promotion 2010 bonus credit or any other form of free bonus credit which does not form a part of the Customers main account balance.

**14. Will a customer who tops up with a single voucher valued at \$1,000 receive 5 entries into the draw?**

- Yes. The customer earns 5 entries for a **single** top up of \$1000 in a day

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

- Yes. Prepaid customers who top-up with two (2) \$100 vouchers on the same day will receive an entry.

- In addition, top-ups done using Variable Vouchers that adds up to \$200 within a day will not receive 1 entry.

**16. Do I have to top up to be able to enter?**

- No. All customers will receive and entry once they purchase any of the selected handsets or 4G devices that are listed in the promotion.

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

- Yes. TextFlex is eligible for the promotion

**18. What are the method of top ups that can be used as a prepaid customer to qualify for the Christmas Recharge Promotion?**

**GSM**

- Top Ups can be done only by electronic top up using either of the below.
  - ✓ Flex-E
  - ✓ Direct Flex
  - ✓ Bank Flex
  - ✓ Web Flex
  - ✓ Tele Flex
  - ✓ Street Flex
  - ✓ Phone 2 Phone
  - ✓ Digicel Top Up )
  - ✓ Online Top Up
  - ✓ TextFlex

**4G**

- Top Ups can be done only by electronic top up using either of the below.
  - ✓ Flex-E
  - ✓ Web Flex
  - ✓ Street Flex
  - ✓ Phone 2 Phone (airtime)
  - ✓ Digicel Top Up
  - ✓ Online Top Up

**NB. Credit U does not qualify as a recharge for prepaid customers.**

**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

**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 with a voucher 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. 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.

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

- Prize winners will be contacted by a representative from Digicel.

**26. 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.
- One (1) attempt will be made to contact each customer that is chosen.
- If that attempt fails, then another potential winner is selected.

**27. 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.

**28. 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”

**29. 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.

**30. 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.

**TERMS AND CONDITIONS APPLICABLE TO THE  
DIGICEL CHRISTMAS RECHARGE Promotion**

1. The Digicel Recharge Promotion (“the Promotion”) is available to Digicel Flex (Pre-paid) Customers, Digicel Select (Postpaid) Customers, Prepaid and Postpaid 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 November 18, 2011 until January 12, 2012. (“The Promotion Period”)
4. The Weekly Prizes will be awarded as follows:

- a. The first ten (10) winners to correctly state the Digicel tagline will each win a Samsung P1000
5. The Grand Prizes will be awarded as follows:
  - i. Clarendon – 1 winner of \$1,000,000JMD
  - ii. Hanover – 1 winner of \$1,000,000JMD
  - iii. Kingston – 1 winner of \$1,000,000JMD
  - iv. St. Andrew – 1 winner of \$1,000,000
  - v. Manchester – 1 winner of \$1,000,000JMD
  - vi. Portland – 1 winner of \$1,000,000JMD
  - vii. St. Ann – 1 winner of \$1,000,000JMD
  - viii. St. Catherine – 1 winner of \$1,000,000JMD
  - ix. St. Elizabeth – 1 winner of \$1,000,000JMD
  - x. St. James – 1 winner of \$1,000,000JMD
  - xi. St. Mary – 1 winner of \$1,000,000JMD
  - xii. St. Thomas – 1 winner of \$1,000,000JMD
  - xiii. Trelawny – 1 winner of \$1,000,000JMD
  - xiv. Westmoreland – 1 winner of \$1,000,000JMD
6. All potential winners are selected at random and a member of Digicel's Customer Care will call the Customer to tell them that they are eligible to win a prize
7. Customers must correctly state the Digicel tag line when contacted in order to be a winner (i.e. "The Bigger, Better Network" or "Jamaica's Bigger Better Network").
8. If the customer does not want to participate in the promotion (for example, for religious reasons) or if contact cannot be made with the customer after three (3) consecutive attempts (going to voice mail, busy, unavailable or otherwise rings without an answer), another customer will be contacted.
9. Postpaid 4G Broadband Customers who have paid their bill in full and on time will receive an entry.
10. Prepaid 4G and GSM customers will receive one (1) entry for every electronic top-up of 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).
11. Customers who purchase a handset or 4G device from an authorized Dealer store will receive one (1) entry. Customers will require a GSM account to receive sms notification.
12. Only Electronic Top Ups via Flex-e, DirectFlex, BankFlex, WebFlex, TeleFlex, StreetFlex, Phone 2 Phone, Direct Top Up, Digicel Online Top Up and Top Ups from the Diaspora (Digicel International Top Up) will qualify. Please note that "flexcard" is **NOT** an electronic top up method. For International Top Up the Customer that receives the credit is eligible for entry into the competition.
13. Credit U does not qualify as a recharge method.
14. Postpaid GSM customers will receive one (1) entry for every twenty (20) minutes of accumulated talk time within 24 hours.
15. Calls by Postpaid customers to their VIP partner(s) or destinations included in their 'International Call plans' are eligible for accumulated talk time.
16. 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.
17. Calls to voicemail, customer care or zero rated short codes do not qualify for accumulated talk-time for postpaid subscribers.
18. All qualifying Customers will be entered for the weekly prize for the week that they have made the required top up/talk time/bill payment/purchase as set out in the periods outlined in the table below.
19. The competition closes January 12<sup>th</sup> 2012, the grand prize winners will be drawn on January 17, 2012 and the grand prize presentation will take place on January 20<sup>th</sup> 2012.
20. The Grand Prizes of :
  - i. Clarendon – 1 winner of \$1,000,000JMD
  - ii. Hanover – 1 winner of \$1,000,000JMD
  - iii. Kingston – 1 winner of \$1,000,000JMD
  - iv. St. Andrew – 1 winner of \$1,000,000
  - v. Manchester – 1 winner of \$1,000,000JMD

- vi. Portland – 1 winner of \$1,000,000JMD
- vii. St. Ann – 1 winner of \$1,000,000JMD
- viii. St. Catherine – 1 winner of \$1,000,000JMD
- ix. St. Elizabeth – 1 winner of \$1,000,000JMD
- x. St. James – 1 winner of \$1,000,000JMD
- xi. St. Mary – 1 winner of \$1,000,000JMD
- xii. St. Thomas – 1 winner of \$1,000,000JMD
- xiii. Trelawny – 1 winner of \$1,000,000JMD
- xiv. Westmoreland – 1 winner of \$1,000,000JMD

21. will be given to fourteen (14) lucky winners – one (1) per parish. The qualifying periods and draw dates for the weekly prizes are as follows:

Week	Qualifying Period	Draw Date
1	Friday Nov 18th 2011 - Thursday Nov 24th 2011	Friday 25th Nov 2011
2	Friday Nov 25th 2011 - Thursday Dec 1 2011	Friday 2nd Dec 2011
3	Friday Dec 2nd 2011 - Thursday Dec 8th 2011	Friday 9th Dec 2011
4	Friday Dec 9th 2011 - Thursday 15th Dec 2011	Friday 16th Dec 2011
5	Friday 16th Dec 2011 - Thursday 22nd Dec 2011	Friday 23rd Dec 2011
6	Friday 23rd Dec 2011 – Thursday 29th Dec 2011	Friday 30th Dec 2011
7	Friday 30th Dec 2011 – Thursday 5th January 2012	Friday 6th January 2012
8	Friday 6th January 2012 – Thursday 12th January 2012	Friday 13th January 2012

- 22. Winners have fourteen (14) days after notification within which to collect their prizes.
- 23. Prizes are to be collected from Digicel, RKA Building, 10-16 Grenada Way, Kingston 5.
- 24. Winners of the prizes must bring in valid photographic government ID (either a passport, driver's license or National ID) and they must also bring the Digicel SIM card on which they received the winning notification call.
- 25. 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.
- 26. Minors are eligible for this Promotion but must be accompanied by a parent or guardian when coming to redeem their prize.
- 27. 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.
- 28. 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.

29. 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.
30. 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.