



1TOK Prime Bundles Updates

Updated: 11 July 2023

FREQUENTLY ASKED QUESTIONS

LATEST NEWS:

- 1. What bundle allocations are included in the 1TOK Prime Bundles?** Effective 14 July 2023, any 1TOK plan purchases will no longer include digital bundles, namely free app access for D'Music.

Type	Price Plans	Validity	Data	Mins	Int'l Mins	SMS
DAILY	K3	1Day	50MB	10	-	20
	K5		125MB	25	-	40
	K8		500MB	100	-	100
	K10		1GB	150	-	150
	K15		3GB	ULTD	-	300
WEEKLY	K15	7Day	-	65	-	65
	K25		300MB	60	-	60
	K55		750MB	80*	5	80
MONTHLY	K110	30Day	1.5GB	160*	20	120
	K235		7GB	350*	35	350
SPECIAL	K20	1Day	750MB	ULTD	-	300
	K85	7Day	2GB	ULTD	-	500

* applies to on-net + off-net calls.

- 2. I always look forward to the weekends to get my favorite Weekender Plan in the *675# menu. Is it still available?** As of 30 June 2023, the Weekender menu is no longer be available in the 1TOK Prime Bundle menu when you dial *675#.

GENERAL QUESTIONS & ANSWERS:

- 3. What are Prime Bundles?** Digicel's Prime Bundles come loaded with generous allotments of data, voice and SMS bundles that customers can enjoy every day.
- 4. When did Digicel launch its Prime Bundles?** The prime bundles launched on October 20, 2020, available to only Digicel's prepaid users.
- 5. How do I activate the Prime Bundle?** You can activate or purchase your bundle through 2 methods – USSD or MyDigicel App (MDA).

How to activate a bundle via USSD menu:

- Step 1: Dial *675# to access the prepaid plan menu.
- Step 2: Select option 1 for 1TOK Prime Bundles menu.
- Step 3: Enter the desired selection for Daily, Weekly, Monthly, Specials or Bikpla Combo category.
- Step 4: Select a plan option
- Step 5: Press 1 to confirm purchase.
- Step 6: Await SMS confirmation message to proceed.

How to activate a bundle via MyDigicel App:

- Step 1: Open MyDigicel App.



Step 2: Click on 'Plans & Bundles' tab

Step 3: Select 'Available Plans'

Step 4: Choose **1TOK Prime Bundles** from the drop-down menu.

Step 5: Select a plan followed by clicking the 'Activate Plan' button and confirm purchase.

Step 6: Await pop-up notification and SMS confirmation message to proceed.

- 6. Do 1TOK Prime Bundles allow for multiple subscription?** Yes, they do.
- 7. Do 1TOK Prime Bundles support rollover?** No, rollover is not included.
- 8. For the voice and SMS bundles, are they applicable to contact subscribers in other networks?**
No, both bundles only apply to Digi-Digi calls & SMS.
- 9. Is Gifting included?** Yes, however it gifting is applicable to weekly and monthly 1TOK plans only.
- 10. Is Renewal included?** No, they do not auto renew.
- 11. Who is eligible for this offer?** Digicel Prepaid users only.