



# 1TOK Prime Bundles Updates

Updated: 28 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 super generous allotments for 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. Most 1TOK plans offer Digi-Digi voice and SMS bundles but a select few have voice bundles applicable for both on-net and off-net calls (refer to table in Question 1).
- 9. Is Gifting included?** Yes, however 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.