



# CHRISTMAS PROMOTION 2023

**Start Date:** 17 November 2023 (00:00:00hrs)

**End Date:** 31 December 2023 (23:59:59hrs)

## Frequently Asked Questions

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

Digicel is launching another exciting Christmas Promotion offering our valued Digicel customers the opportunity to go into the draw to WIN their share in over K500,000 in cash and prizes! All participating customers qualify to earn an entry in the weekly draws AND have a chance to win the Grand Prizes.

### **2. When does the Christmas Promotion start/end?**

The Christmas promotion will start on 17 November 2023 (00:00:00hrs) and ends on 31 December 2023 (23:59:59hrs).

### **3. Who is eligible for this Promotion?**

Only Digicel prepaid customers.

## Customer Experience

The following section describes the Christmas Promotion flow in detail.

### **4. How does a customer qualify for this Promotion?**

To participate in the Promotion and earn a valid entry into the draw to win more prizes, customers will need to perform the following actions.

- Top Up K5 or more
- Buy a WoWi 4G LTE smartphone
- Buy a WoWi Beep (SIM not included)
- Buy any Samsung Smartphone

#### **a) What will I receive when I top up?**

For every top up of K5 or more, you earn a valid entry into the weekly draw and the grand prize draw.

- The more you top up, the more chances you have to win.
- Qualifying top up methods include:
  1. Flex card (voucher recharge)
  2. BSP (credit)
  3. BSP Digicel Mobile Top Up (credit)
  4. Cellmoni Direct Top Up
  5. Cellmoni Direct Top Up (MiBank)
  6. CellMoni Send Top Up
  7. CellMoni EVD (Credit)
  8. Digicel Diaspora Voucher Top Up Credit
  9. Digicel Diaspora Online Top Up (credit)
  10. Panamex Diaspora Top Up (credit)
  11. Direct Top Up (credit)
  12. Westpac Top Up (credit)
  13. Kina Bank Top Up (credit)

**b) What will I receive when I purchase a phone?**

- When you buy a WoWi 4G LTE smartphone for K99 from an exclusive Digicel store during the Christmas promotion, you will earn a 7Day 50GB data bundle + Free 60min voice bundle, both of which can be confirmed by dialing \*130# or via MyDigicel App. The voice bundle applies only for Digicel to Digicel calls.
- When you buy a WoWi Beep for K35 from an exclusive Digicel store during the Christmas promotion, you will earn 7 days (1 week) FREE voice bundle. Bundle can be confirmed by dialing \*130#. The voice bundle applies only for Digicel to Digicel calls.
- When you buy any Samsung smartphone from an exclusive Digicel store during the Christmas promotion, you will earn a 100GB data bundle which is valid for 7 days. Bundle can be confirmed by dialing \*130# or via MyDigicel App.

**5. How will I know if I have earned a qualifying entry into the draw?**

When you perform one of the activities mentioned in Question 4 (points a - b), you will receive a customized SMS notification to confirm your draw entry.

Sample message: *“Thank you. You’ve earned a valid entry in Digicel’s Christmas Promotion. You now have a chance to WIN 1 of 3 Grand Prizes of K100,000, K50,000 or K30,000 Cash.”*

**6. What types of prizes can I win?**

Prize giveaways for the Christmas promotion will be awarded daily, as well as through weekly draws and of course, the Grand Cash Prize draw.

- i. **Daily Prizes** – Exclusive 1TOK and data bundles will be awarded on a daily basis to randomly selected winners during the promotion (awarded within 24hrs).
- ii. **Weekly draw prizes** – Randomly selected winners will be drawn on Fridays and announced on the following Tuesdays. See Weekly Prize details in table below.
- iii. **Grand Draw** – Three randomly selected winners will be drawn and announced live on Friday, January 5, 2024.
- iv. The draws will run for 6 weeks, plus the Grand Prize draw.
- v. There are over 6,000 winners in the Christmas Promotion.
- vi. Prize distribution is as follows:

FREQUENCY	PRIZE TYPE	QUANTITY
<b>Daily Giveaways:</b>	<b>Prizes Awarded:</b>	<b>6,000 Total Winners:</b>
Exclusive 1TOK & Data Bundles	7D 150min,3GB, 200SMS	2,500 randomly selected winners
	7D 300min,8GB, 500SMS	1,000 randomly selected winners
	7D 10GB	1,500 randomly selected winners
	7D 30GB	1,000 randomly selected winners
<b>Weekly Draw:</b>	<b>Prizes Awarded:</b>	<b>122 Total Winners:</b>
Cash Prize	PGK 5,000 Cash	1 x 6 weekly winners
Entertainment Pack	Entertainment Pack*	1 x 6 weekly winners
Generator	3kVA Generator	1 x 6 weekly winners
Smartphone	Samsung Galaxy S22 Smartphone	1 x 6 weekly winners
Water Tank	5,000L Water Tank	1 x 6 weekly winners
<b>Grand Draw:</b>	<b>Prizes Awarded:</b>	<b>3 Total Winners:</b>
1 <sup>st</sup> Grand Prize	PGK 100,000 Cash	3 Grand Prize Cash winners to be drawn based on qualified entries from Nov 17-Dec 31, 2023.
2 <sup>nd</sup> Grand Prize	PGK 50,000 Cash	
3 <sup>rd</sup> Grand Prize	PGK 30,000 Cash	

\*Entertainment Pack includes: 50-inch Samsung Television, WoWi 4G LTE smartphone, TV PlayBox + Satellite Dish/Antenna kit, 1-Year FREE TV Subscription with 30Day 40 Channel Plan every month, 1-Year FREE REDclub Plan with 30Day 50GB data, 500 minutes and 500 SMS monthly.

## 7. What is the schedule for the weekly and Grand Prize draws?

The scheduled draws will be every Friday and announced on Tuesdays during the promotion. Prize distribution per draw is as follows:

FREQUENCY	PRIZE TYPE	QUANTITY	DRAW ENTRIES	DRAW DATES	ANNOUNCEMENT DATES
WEEK 1	<ul style="list-style-type: none"> <li>PGK 5,000 cash</li> <li>Entertainment Pack</li> <li>3kVA Generator</li> <li>Samsung Galaxy S22 Smartphone</li> <li>5,000L Water Tank</li> </ul>	1 winner for each prize	17-23 November 2023	Friday, 24 November 2023	Tuesday, 28 November 2023
WEEK 2	<ul style="list-style-type: none"> <li>PGK 5,000 cash</li> <li>Entertainment Pack</li> <li>3kVA Generator</li> <li>Samsung Galaxy S22 Smartphone</li> <li>5,000L Water Tank</li> </ul>	1 winner for each prize	24-30 November 2023	Friday, 1 December 2023	Tuesday, 5 December 2023
WEEK 3	<ul style="list-style-type: none"> <li>PGK 5,000 cash</li> <li>Entertainment Pack</li> <li>3kVA Generator</li> <li>Samsung Galaxy S22 Smartphone</li> <li>5,000L Water Tank</li> </ul>	1 winner for each prize	1-7 December 2023	Friday, 8 December 2023	Tuesday, 12 December 2023
WEEK 4	<ul style="list-style-type: none"> <li>PGK 5,000 cash</li> <li>Entertainment Pack</li> <li>3kVA Generator</li> <li>Samsung Galaxy S22 Smartphone</li> <li>5,000L Water Tank</li> </ul>	1 winner for each prize	8-14 December 2023	Friday, 15 December 2023	Tuesday, 19 December 2023
WEEK 5	<ul style="list-style-type: none"> <li>PGK 5,000 cash</li> <li>Entertainment Pack</li> <li>3kVA Generator</li> <li>Samsung Galaxy S22 Smartphone</li> <li>5,000L Water Tank</li> </ul>	1 winner for each prize	15-21 December 2023	Friday, 22 December 2023	Tuesday, 26 December 2023
WEEK 6	<ul style="list-style-type: none"> <li>PGK 5,000 cash</li> <li>Entertainment Pack</li> <li>3kVA Generator</li> <li>Samsung Galaxy S22 Smartphone</li> <li>5,000L Water Tank</li> </ul>	1 winner for each prize	22-31 December 2023	Monday, 1 January 2024	Tuesday, 2 December 2023
GRAND DRAW	<ul style="list-style-type: none"> <li>PGK 100,000 cash</li> <li>PGK 50,000 cash</li> <li>PGK 30,000 cash</li> </ul>	1 winner for each prize	17 November -31 December 2023	Wednesday, 3 January 2024	Friday, 5 January 2024

### Weekly Prizes

- Eligible customers' mobile numbers will be collected and submitted each week.
- Random raffle draw on specified day to select winners for a chance the win weekly prizes.
- Each week a new pool of numbers is gathered based on the customer completing the qualifying activity (**Q&A in 4a – 4b**).
- Each activity allows for an entry, which allows a customer to have multiple entries during the week.
- Prizes cannot be changed or traded.
- Winners will be contacted and redemption method outlined below.

## Grand Prize

- All numbers that have qualified during the promotional period will be eligible for the Grand Draw.
- Each entry from your weekly activity counts to the total number of entries for the Grand Prize.
- 3 Grand Prize winners will be chosen and announced on January 5, 2024.
- Prizes cannot be changed or traded.
- Winners will be contacted and redemption method outlined below.

## 8. How will the prizes be redeemed?

The following information regards prize redemption.

### Daily Draw prizes:

- Randomly selected winners will be awarded exclusive free bundles on a daily basis (awarded within 24hrs). There is no need to activate separately.
- Daily instant prizes may be used from the time of activation and expire as per the validity communicated at the time of activation.

### Weekly/Grand Draw prizes:

- For the Weekly prizes, the raffle draws will be done offline and prizes distributed as follows:

FREQUENCY	PRIZE TYPE	QUANTITY	PRIZE DISBURSEMENT METHOD
Weekly (Draw)	Entertainment Pack	6	Authorized Digicel Office
	3kVA Generator	6	Authorized Digicel Office
	Samsung Galaxy S22 Smartphone	6	Authorized Digicel Office
	5,000L Water Tank	6	Authorized Digicel Office
	PGK 5,000 Cash	6	Direct Bank Transfer
Grand Prize (Draw)	Cash Prizes	3	Direct Bank Transfer

## 9. What does the weekly Entertainment Pack prize offer?

This prize includes the following offers:

- 50-inch Samsung Television
- WoWi 4G LTE smartphone
- TV PlayBox + Satellite Dish/Antenna kit
- 1-Year FREE TV Subscription with 30Day 40 Channel Plan every month
- 1-Year FREE REDclub Plan with 30Day 50GB data, 500 minutes and 500 SMS monthly.

## 10. Is the installation of the TV Satellite Dish/Antenna kit included with the Entertainment Pack prize?

No. The installation of the TV PlayBox and satellite Dish is not included. Once the prizes are received, customer can dial 1515 to activate the FREE TV Subscription.

## Additional Information

### 11. How will the Winner be selected?

- Customers will be randomly selected during the weekly draws and the Grand Prize draw during the Promotional Period.
- Selections will take place at Digicel Head Office.

### 12. How will the Winner be notified?

- If you win, Digicel will contact you by telephone.
- A maximum of three (3) attempts will be made to call the Winner within a period of twenty-four (24) hours.
- If you do not answer any of our calls, you forfeit your chance to win. We will select another eligible customer to be the Winner and repeat the process outlined above.

**13. What do I need to know about claiming the Weekly/Grand Prize if I am the Winner?**

- a. During the telephone call, full details of the Grand Prize handover (redemption) process and location will be confirmed.
- b. You will need to present a valid Government issued photo ID (passport, national identification card or driver's license) and the phone number used to participate in the Promotion.
- c. You will be required to complete and sign a Redemption Form (or Statutory Declaration Form) confirming receipt of the Grand Prize and/or a Consent Release Form authorizing the use of your name and picture for marketing purposes as per the additional Terms and Conditions.

**14. Who is not included from participating in the Promotion?**

The following customers are excluded from participating in the Promotion:

- a. Postpaid, corporate & business account customers;
- b. Any person who, at any time on or after April 1st, 2023, was or is a director, officer, employee, or agent of Digicel PNG or any of their respective parents, subsidiaries, divisions, or affiliated companies, franchisees or service agencies, independent contractors or suppliers of services to Digicel PNG;
- c. Families of our employees;
- d. Employees and families of employees of any company associated with this Promotion, including any provider of the Grand Prize;
- e. Postpaid customers with overdue amounts or inactive accounts;
- f. Persons under the age of eighteen (18); and
- g. Persons who do not reside in Papua New Guinea.