



CHRISTMAS PROMOTION 2024 FAQ

Launch Dates: 18 November 2024

Frequently Asked Questions

1. What is the promotion about?

This Christmas stay connected with Digicel's Smartphone promotion! Purchase any Smartphone from a Digicel or Fone Haus store and get Free Data and Talk every month for up to 9 months. Plus, pay from CellMoni wallet & get 10% off the price of the Smartphone!

2. When does the promotion start?

The promotion will run from 18 November 2024 (00:00:00hrs) to 31 December 2024 (23:59:59hrs) or whilst stocks last.

3. Who is eligible for this offer?

Digicel prepaid subscribers only.

4. How do I participate in this promotion?

Simply purchase any Smartphone(s) from a Digicel or Fone Haus store. You will also get a 10% discount if you pay using CellMoni.

5. How do I receive the free data and talk?

Purchase your Smartphone from a Digicel or Fone Haus store, next insert your registered SIM into the Smartphone. The free bundles will only be applied to the original SIM number which was inserted into the Smartphone at the time of purchase. The SIM must be inserted into the Smartphone during the promotional period November 18th to December 31st 2024.

Should the Smartphone be purchased and sim not inserted into it during the promotional period, but inserted after the promotional period for example from January 1st 2025 onward, the SIM will not be eligible to receive the free data and talk bundle.

Use the following steps as a guide to activate the free bundles.

Step 1: Insert a valid Digicel SIM and turn on the Smartphone.

Step 2: The free data and talk will be awarded within 24 hours.

Step 3: Dial *130# or use MyDigicel App to confirm your bundles.

6. What are the free bundles included in the promotional offer?

The free bundles and reward periods will vary based on the range of Smartphone prices as shown in the table below:

Price Range (PGK)	Monthly Free Bundle	Reward Period (months)	Minimum Spending PGK/month
Up to 499	4GB Data + 30 minutes Talk	3	30
500 – 1,499	8GB Data + 60 minutes Talk	6	75
1,500 and over	12GB Data + 120 minutes Talk	9	100

Monthly spend can be accumulative or one off.



Details about the offer:

- You will receive a monthly reward of FREE data and talk bundles where,
 - the free data is open for browsing, gaming, etc.
 - the free talk bundle is only applicable for local Digicel to Digicel calls.
- First month's free data & talk bundle is given within 24 hours of purchase for all Smartphones.
- Customers who have purchased a Smartphone valued **up to K499** must spend a minimum of K30 within the last 30 days to receive the following month's free data and talk bundle.
- Customers who have purchased a Smartphone between **K500 and K1,499** must spend a minimum of K75 within the last 30 days to receive the following month's Free data and talk bundle.
- Customers who have purchased a Smartphone for **K1,500 and above** must spend a minimum of K100 within the last 30 days to receive the following month's free data and talk bundle.
- Free data and talk bundle is valid for 7 days.
- The free bundles cannot be gifted or traded to someone else, nor exchanged for cash.
- Upon expiry, any unused bundles will be removed.

7. How will I know that I was awarded the free bundles?

Once your new Smartphone is paired with a valid registered Digicel SIM and is switched on within the promotional period, November 18th to December 31st 2024; you will receive an SMS notification within 24 hours from the time of activation and each month during the reward period.

Sample message: *Enjoy your new Smartphone this Christmas with FREE 4GB data + 30Mins for 3 Months from Digicel! Free Data & Talk is valid for 7 days. Dial *130# for details.*

8. Will I receive the Christmas offer more than once if I insert the same SIM in multiple new Smartphones?

No. A SIM will only receive the free data & talk bundle once, only from the first new Smartphone which it was paired with.

9. What should I do to continue to receive the monthly free bundles?

You must spend the minimum required amount based on your Smartphone price range within the last 30 days to receive the following month's free data and talk bundle. See question 6 for details on monthly spend.

10. I bought a Smartphone during the promotional period but DID NOT receive the free bundles. What should I do?

If this is the first time that you have used your mobile number to participate in this Promotion and the free bundles were not awarded within 24 hours after inserting your registered Digicel SIM and turning on the Smartphone, you can dial 123 to speak to a Customer Care representative for further assistance.

The following details must be provided:

- **Mobile Number** of the initial Digicel SIM that was inserted in the Smartphone.
- **IMEI** (see unique 15-digit serial number found on the Smartphone box OR dial *#06#).
- **Date of Purchase** and the **Digicel or Fone Haus store** where the Smartphone was purchased.



11. How do I use CellMoni to purchase a Smartphone and get a 10% discount?

Only prepaid customers with an active CellMoni account/wallet can get the 10% discount on their Smartphone purchases via CellMoni. To pay for your Smartphone using your CellMoni wallet and enjoy the 10% off please use the below steps:

Steps via CellMoni USSD:

1. Dial *888# followed by your PIN to access the main menu.
2. Select option 4 for Payments.
3. Choose option 2 for Pay Merchants and enter the Merchant ID.
4. Enter the Amount in Kina to proceed and await SMS confirmation message.

Steps via CellMoni App:

1. Launch and open the CellMoni App.
2. Enter your 4-digit PIN to login.
3. Select the Scan & Pay tab.
4. Enter the Recipient (Merchant ID) or scan the QR code.
5. Enter the Amount in Kina to proceed and await SMS confirmation message.

Please ensure that the CellMoni wallet has sufficient funds to perform the transaction.

12. Can I get the 10% discount on my Smartphone purchase if I don't have a CellMoni account?

No. You will need to be a registered CellMoni user with an active wallet to get the 10% off your Smartphone purchase during the promotional period. Please ask the store representative to assist you with setting up your CellMoni wallet or dial *888# and follow the prompts to active a CellMoni wallet. Note:

- Customer must use their own Digicel CellMoni account to purchase the phone for the discounted price.
- The customer agrees to provide staff with their Digicel CellMoni account phone number for transactions purposes.
- Maximum limit per day for CellMoni payment is K5,000. This means that if a customer purchases any phone over K5,000 they will pay K5,000 with CellMoni and the remaining balance in cash or eftpos but the 10% discount will only apply to the K5,000 CellMoni payment (K500 discount).
- The maximum discount will be K500 for purchases paid with CellMoni.
 - Example if a smartphone cost K11,999. Customer pays K5,000 in CellMoni and K6,999 in eftpos or cash, then the 10% discount will only apply to the K5,000 paid with CellMoni and not the full Smartphone price of K11,999.