



# PREPAID LOCAL, INTERNATIONAL & ROAMING RATES

## FREQUENTLY ASKED QUESTIONS

### PREPAID LOCAL RATES

Updated: 21 November 2024

#### **1. What is the Out of Bundle service?**

Digicel's out-of-bundle (OOB) service refers to any data usage that apply from your main credit balance and NOT from a plan or bundle. Out-of-Bundle data usage is charged a rate of 30t per megabyte anytime.

#### **2. What are Out of Bundle rates and charges?**

Since 9 May 2024, the local rates and charges are as follows:

LOCAL RATES & CHARGES		
TYPE	ON-NET	OFF-NET
Off Peak VOICE	40t per min	47t per min
Peak VOICE	80t per min	87t per min
SMS	30t per sms	31t per sms

- Out-of-bundle data usage rate: 30t per MB anytime.
- Off Peak hours: 7pm-659am weeknights incl. all weekend | Peak hours: 7am-659pm weekdays only.
- On-net refers to calls and SMS made from Digicel to Digicel customers.
- Off-net refers to calls & SMS made from Digicel to landline & other mobile operators.

#### **3. Local off-net rates are applicable to which networks?**

They apply to local calls or SMS made from Digicel to Bmobile, Telikom and Vodafone numbers.

#### **4. Can I block/unblock Out of Bundle charges?**

Yes, please use these steps as a guide.

To enable the Block feature:

1. Dial \*777#
2. Choose option 4
3. Select option 1 to Block out of bundle charges
4. Press 1 to confirm
5. Await pop-up notification and SMS confirmation message.

To disable the Block feature:

1. Dial \*777#
2. Choose option 4
3. Select option 2 to Unblock out of bundle charges
4. Press 1 to confirm
5. Await pop-up notification and SMS confirmation message.

#### **5. Is the Out of Bundle service and rates available to all Digicel customers?**

No, it only applies to Prepaid customers.



## PREPAID INTERNATIONAL RATES

Updated: 21 November 2024

### 1. What are the international call rates and zones?

Digicel's international call rates and zones are as follows:

INTERNATIONAL CALL RATES				
ZONE	PEAK		OFF-PEAK	
1	K	1.50	K	1.00
2	K	2.00	K	2.00
3	K	3.00	K	3.00
4	K	5.00	K	5.00
5 (New)	K	15.00	K	15.00
6 (Satellite)	K	30.00	K	30.00

- Peak Hours apply from 7:00am to 6:59pm (weekdays)
- Off-Peak Hours apply from 7:00pm – 6:59am (weeknights, all weekend)
- PNG Time is GMT+10

### 2. What countries will I find in each zone?

Below is the updated country listing per zone.

ZONE	DESTINATION
Zone 1	Australia, Bangladesh, China, Greece, Hong Kong, India, Indonesia, Lebanon, Malaysia, New Zealand, Philippines, Singapore, Sri Lanka & USA.
Zone 2	Afghanistan, Alaska, Albania, American Samoa, Andorra, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Austria, Azerbaijan, Bahamas, Bahrain, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia, Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Canada Excl. Svc, Cape Verde, Cayman Islands, Chad, Chile, Colombia, Congo Drc (Zaire), Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Djibouti, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Faroe Islands, Fiji, Finland, France, French Guiana, French Polynesia, Gabon, Gambia, Georgia, Germany, Ghana, Gibraltar, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea Bissau, Guyana, Haiti, Hawaii, Honduras, Hungary, Iceland, Iran, Iraq, Israel, Italy, Ivory Coast, Jamaica, Japan, Jordan, Kenya, Kuwait, Kyrgyzstan, Laos, Liberia, Libya, Liechtenstein, Lithuania, Luxembourg, Macao, Macedonia (Fyrom), Malawi, Mali, Malta, Mariana Islands, Marshall Islands, Mauritius, Mexico, Micronesia, Moldova, Monaco, Mongolia, Montserrat, Mozambique, Myanmar, Namibia, Nepal, Netherlands, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, North Korea, Norway, Oman, Pakistan, Palau, Palestine, Panama, Paraguay, Peru, Poland, Portugal, Puerto Rico, Qatar, Reunion, Romania, Russia, Rwanda, Saudi Arabia, Senegal, Serbia, Sierra Leone, Sint Maarten, Slovak Republic, Slovenia, Somalia, South Africa, South Korea, South Sudan, Spain, St Kitts & Nevis, St Lucia, St Pierre & Miquelon, St Vincent & Grenadines, Sudan, Surinam, Swaziland, Sweden, Switzerland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Trinidad & Tobago, Turkey, Turkmenistan, Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Uzbekistan, Venezuela, Vietnam, Wallis & Futuna, Yemen, Zambia
Zone 3	Algeria, Central African Rep, Comoros, Cuba, Guantamo Bay Cuba, Guinea Republic, Kazakhstan, Kosovo, Latvia, Madagascar, Maldives, Martinique, Mauritania, Mayotte, Montenegro, Morocco, San Marino, Togo, Tunisia, Zimbabwe
Zone 4	Antarctica, Ascension Island, Congo, Cook Islands, Diego Garcia, East Timor, Falkland Islands, Lesotho, Nauru, Norfolk Island, Samoa, Sao Tome & Principe, Seychelles, Solomon Islands, Tonga, Tuvalu, Vanuatu
Zone 5	Ireland, Kiribati, Niue, St Helena, Tokelau, United Kingdom
Zone 6	Australia, Iridium, Inmarsat, Global Networks, Thuraya UAE

- Only zone 1 has different rates for peak and off-peak hours.
- Zone 2 destinations are for the rest of the world.
- Zone 3-6 rates apply any time of day and night.
- Zone 6 destinations apply to satellite codes only.



**3. Who is eligible to use the international call rates & zones?**

These international call rates apply only to Digicel Prepaid subscribers for calls made between two different countries and/or in different zones listed in the table in Question 1.1.

**4. Does Digicel have Peak and Off-Peak hours?**

Yes, international calls charge at different rates shown in the above table in Question 1.

**5. Are there International Voice bundles included? How will the voice calls be charged?**

Yes, Digicel offers international voice bundles for prepaid customers. The charging of international voice calls varies and depends on the following scenarios:

- Activate a 50 Minute International Voice Bundle (IVB) for K17. Your international calls will be charged from this bundle, as long as the country you are calling is included in the IVB plan.

Activation steps:

1. Dial \*675# for the prepaid menu.
2. Choose option 4 for **Happy Hour, Voice & SMS**.
3. Press 0 to go Next, select option 8 for **International Voice**.
4. Press 1 to select the 50Min International Voice Bundle for K17 and press 1 to confirm.
5. Await SMS notification to confirm purchase.

- Three 1TOK Plans offer international minute bundles so if you purchase one of them and make a call overseas, it will be charged from the international minute bundle for that 1TOK plan.

1TOK PRIME BUNDLES					
Validity	Data (MB)	Voice (on-net)	SMS	Int'l Mins	Price (PGK)
7 Day	750	80*	80	5	55
30 Day	1536	160*	120	20	110
30 Day	7168	350*	350	35	235

\*applies to on-net and off-net calls.

Activation steps:

1. Dial \*675# for the prepaid menu.
2. Choose option 1 for **1TOK Prime Bundles**.
3. Press 2 for Weekly Combo.
4. Press 3 for **K55 80Min on-net/off-net,5Intl Min,80SMS,750MB** and press 1 to confirm.
5. Await SMS notification to confirm purchase.

Note: to activate a 30 Day 1TOK plan, follow the first 2 steps. Then press 3 for Monthly Combo, select a desired plan and press 1 to confirm.

- If you purchase one of the above 1TOK Plans while your IVB plan is still active, any internationality voice call will deplete first from the IVB plan if it applies to that destination.
- If you have an active IVB plan but make a call to a country that is not part of the IVB destinations, the call will be charged the standard international call rate for that zone.

**6. What are the countries available in the International Voice Bundle?**

Countries where IVB applies are below.

IVB DESTINATIONS
American Samoa, Australia, Bangladesh, Bermuda, Brazil, Cambodia, China, Cyprus, Egypt, Guam, Hong Kong, Hungary, India, Indonesia, Iran, Ireland, Italy, Japan, Kazakhstan, Kenya, Kuwait, Laos, Macau, Malaysia, Mariana



Islands, Mauritius, Nepal, Netherlands, New Zealand, Nigeria, Pakistan, Philippines, Puerto Rico, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Sri Lanka, Switzerland, Taiwan, Thailand and Vietnam.

## **PREPAID ROAMING SERVICE RATES**

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### **1. What is this about?**

This service refers to the ability to use a local SIM on a different GSM Network in another country to make & receive calls, send & receive SMS and use GPRS or 3G service depending on the type of Roaming Agreement between local and foreign networks. See table below.

<b>Roaming in "Rest Of The World"</b>	<b>Prepaid (GST incl.)</b>		<b>Postpaid (GST excl.)</b>	
	<b>DIRECTION</b>	<b>PEAK</b>	<b>OFF-PEAK</b>	<b>PEAK</b>
Calling back to PNG	8.55	8.55	7.77	7.77
Calling Within Visited Country	4.49	4.49	4.08	4.08
Receiving Call within Visited Country*	3.27	3.27	2.97	2.97
Calls to Rest of World (Not PNG or local call in the country you are in)	14.99	14.99	13.63	13.63
Sending SMS	1.32	1.32	1.2	1.2
Receiving SMS	0	0	0	0
Data Roaming per 100 Kb	3.08	3.08	2.8	2.8

<b>Roaming In Australia</b>	<b>Prepaid (GST incl.)</b>		<b>Postpaid (GST excl.)</b>	
	<b>DIRECTION</b>	<b>PEAK</b>	<b>OFF-PEAK</b>	<b>PEAK</b>
Calling back to PNG	K8.55	K1.49	K7.77	K1.35
Calling Within Australia	K4.49	K4.49	K4.08	K4.08
Receiving Calls in Australia from Australian number	K1.32	K1.32	K1.20	K1.20
Receiving Calls in Australia from PNG	K3.49	K1.99	K1.20	K1.20
Receiving Calls in Australia from other Countries	K3.49	K1.99	K1.20	K1.20
Calls to Rest of World (Not PNG, not a local call in the country you are in)	K14.99	K14.99	K13.63	K13.63
Sending SMS	K1.32	K0.49	K1.20	K0.44
Receiving SMS	K0.00	K0.00	K0.00	K0.00
Data Roaming per 100KB	K3.08	K3.08	K2.80	K2.80

- If the visited country's network does charge for RECEIVING CALL, we apply the RECEIVING CALL charge as well. If not then no charge will apply.
- PNG Time (GMT +10)
- Time Bands for Peak Hours: 7:00am to 6:59pm (weekdays)
- Time Bands for Off Peak Hours: 7:00pm to 6:59am (weeknights, all weekend).

### **2. Who is eligible for this?**

Digicel Prepaid subscribers.

### **3. Do we have Peak and Off-Peak Hours?**

Yes. Roaming is charged at rates shown in table above.

### **4. Are there Roaming bundles available?**

Yes. You can purchase the following prepaid roaming plans via \*675# or MyDigicel App:

<b>PREPAID ROAMING BUNDLES</b>					
Validity	Data (MB)	Voice (on-net)	SMS	Call Home Mins	Price (PGK)
1 Day	50	75	25	40	20
1 Day	150	50	-	25	30

- Plan is valid for 24 hours only.
- Multiple subscriptions is allowed for this plan.
- No Auto Renew is disabled for this plan.



**5. How do I check my account balance and data bundle?**

To check your account balance and data bundle, dial \*130# or use MyDigicel App.

**6. What is the validity of this bundle offer?**

This bundle offer is valid for 24hrs only from the time it is awarded.

**7. Can I gift the bundle to another mobile number?**

No, gifting is not applicable.