



“TV Anniversary Promotion”

Start Date: 15th November 2024 (00:00:00 hrs.)

End Date: 12th December 2024 (23:59:59 hrs.)

Frequently Asked Questions

- 1. What is the TV Anniversary Promotion about?** Digicel is launching the TV Anniversary promotion that offers Digicel valued customers an opportunity to go into the draw to WIN 1 of 10 Free 3month subscription. To enter, customers can purchase any TV Plan to qualify. Each eligible customer will receive one (1) entry in the Promotion and will qualify for a chance to win.
- 2. When does the Promotion start/end?** The promotion will run from 15th November 2024 (00:00:00hrs) to 12th December 2024 (23:59:59hrs).
- 3. Who is eligible for this Promotion?** Digicel prepaid customers only.

Customer Experience

The Promotion flow shall be as follows:

- 4. How does a customer qualify for this Promotion?** To qualify for this promotion and go into the draw to win more prizes, customers can perform the following action:
 - Purchase any TV plan
- a. What do I get when I purchase a plan?** For any TV Plan purchase, you earn a valid entry into the weekly draw.
 - The more you purchase, the more chances you have to win.
 - Purchase methods that qualify are listed below and include:
 1. Purchase via *515#
 2. Purchase via Cellmoni
- 5. What types of prizes can I win?** Prize giveaways for the promotion will be awarded through weekly prize draws.
 - i. **Weekly Draw Prizes** – Randomly selected winners will be drawn on Fridays. A weekly prize of free 3month subscription will be awarded to lucky winners every week during the promotion.
 - ii. The draws will run for 4 weeks.
 - iii. **What is the schedule for the draws?** The draws will be scheduled every Fridays during the promotion as per the following draw schedule.



WEEK	DRAW DATES (Tentative)	DRAW ENTRY POOL
1	Friday, November 22 nd , 2024	November 15 st – November 21 st , 2024
2	Friday, November 29 th , 2024	November 22 nd – November 28 th , 2024
3	Friday, December 06 th , 2024	November 29 th – December 05 th , 2024
4	Friday, December 13 th , 2024	December 06 th – December 12 th , 2024

Weekly Prize

- Eligible customers' mobile numbers are collected and submitted at the end of the promo.
- Weekly raffle draws on Fridays during the promotional period to select winners for a chance to win prizes.
- Every week a new pool of numbers is gathered based on the customer completing the qualifying activity (**Q&A 4**).
- 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 by telephone, and redemption methods are outlined below.

- iv. **How will I know if I have earned a qualifying entry into the draw?** When you perform any of the two activities mentioned in **Q&A 4**, you will receive a customized SMS notification to confirm your draw entry.

Sample message: "You have earned 1 entry in the TV PURCHASE & WIN PROMO Draw. Over K50, 000 worth of prizes to be won."

Additional Questions & Answers

9. How will the TV prize winners be selected?

- a. During the promotional period, customers will be randomly selected in the weekly draws.
- b. Selections will take place at the Digicel Head Office.

10. How will the Winner be notified?

- a. If you win, Digicel will contact you by telephone.
- b. A maximum of three (3) attempts will be made to call the Winner within a period of twenty-four (24) Hours.
- c. 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.

11. What do I need to know about claiming the Grand Prize if I am the Winner?

- a. During the phone 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 a picture for marketing purposes as per the additional Terms and Conditions.



12. 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. Persons under the age of eighteen (18); and
- f. Persons who do not reside in a Participating Market.