



REDCLUB UPDATES FAQ

Updated: 18 March 2025

FREQUENTLY ASKED QUESTIONS

ABOUT REDclub

Digicel's **REDclub** is an exclusive members-only menu available by subscription.

LATEST NEWS:

- 1. What is new about REDclub in 2025?** As of 12am, **12 March 2025**, Digicel's newly upgraded data portfolio including data plans in REDclub became the default data menu available to all prepaid customers.

Data		
Validity	Price (PGK)	Open Data (GB)
1 day	3	1
	5	3
	10	8
	20	15
7 days	10	5
	20	15
	50	50
30 days	100	90
	200	200
	300	350

Click here for [data storage conversion](#).

- 2. How do I activate the upgraded data plans in REDclub?** You can buy an upgraded data plan using either *675#, *777# or MyDigicel App. Use the following steps as a guide.

Activation via prepaid menu:

- Step 1: Dial *675# to access the prepaid menu.
- Step 2: Select menu option for REDclub*.
- Step 3: Choose the desired validity and data plan.
- Step 4: Press 1 to confirm purchase and await SMS confirmation message.

Activation via data menu:

- Step 1: Dial *777# to access the data menu.
- Step 2: Select menu option for REDclub*.
- Step 3: Choose the desired validity and data plan.
- Step 4: Press 1 to confirm purchase and await SMS confirmation message.

Activation via MyDigicel App:

- Step 1: Launch **MyDigicel App** and login.
- Step 2: Select Plans & Bundles menu.
- Step 3: Select Available Plans option.
- Step 4: Select the REDclub* menu.
- Step 5: Choose the desired validity and data plan.
- Step 6: Press 1 to confirm purchase and await SMS confirmation message.

*You must have an active subscription to access exclusive REDclub data plans.

- 3. Are there any new promotional offers that include REDclub?** Yes, since 7 March 2025, a Free Data Night Promotion offers 2 times the data bundle for any plan with data costing K5 and above, including REDclub data plans. The bonus data can only be used between 12am and 6am from the time of activation.



GENERAL QUESTIONS & ANSWERS:

- 1. How do I subscribe to REDclub?** You can join REDclub by purchasing a K10 weekly subscription OR a K20 monthly subscription via *675#, *777# or MyDigicel App.

Subscription via USSD code:

- Step 1: Dial *675# or *777# and send.
 Step 2: Select option 3 for REDclub (or option 2 for REDclub in the Data menu).
 Step 3: Select option for 7Days or 30Days subscription.
 Step 4: Press 1 to confirm purchase and await SMS activation message.

Subscription via MyDigicel App:

- Step 1: Launch app and click on Plans & Bundles.
 Step 2: Select Available Plans and click on REDclub.
 Step 3: Activate the 7Days or 30Days subscription.
 Step 4: Confirm purchase and await SMS activation message

Sample SMS confirmation: *Your subscription was successful. Dial *675# or *777# and select the REDclub option to access your exclusive REDclub plans. Your subscription is valid for 30 days.*

- 2. What are the 1TOK Combo and Voice plans in REDclub?** Apart from data plans, REDclub also offers exclusive 1TOK Combo and Voice plans to REDclub users.

Voice			
Validity	Price (PGK)	Mins	Comments
1 hour	3	60	Displayed as '1 Hour K3 ULTD', valid from 6am-6pm
3 hours	5	Ult* [*]	Displayed as 'K5 Happy Hour'
1 day	10	Ult* [*]	Displayed as '1Day K10 ULTD'
3 days	15	Ult* [*]	Displayed as '3Days K15 ULTD'
7 days	20	Ult* [*]	Displayed as '7Days K20 ULTD'
1 day	17	50	International minutes applicable for IVB destinations only

Ult = Unlimited local Digicel to Digicel voice bundles.

1TOK				
Validity	Price (PGK)	Data (MB)	Mins	SMS
1 day	3	500	30	50
	5	1024	60	100
	10	2560	180	200
3 days	10	2048	120	80
	20	5120	200	200
7 days	30	8192	200	200
	50	20480	300	500
30 days	100	51200	500	500
	200	122880	1500	1500

Voice & SMS bundles apply to local Digicel to Digicel only. Click here for [data storage conversion](#).

- 3. How do I activate 1TOK Combo and Voice plans in REDclub?** You can buy 1TOK Combo and Voice plans using either *675#, *777# or MyDigicel App. Use the following steps as a guide.

Activation via prepaid menu:

- Step 1: Dial *675# to access the prepaid menu.
 Step 2: Select menu option for REDclub*.
 Step 3: Choose the desired validity and plan.
 Step 4: Press 1 to confirm purchase and await SMS confirmation message.

Activation via data menu:

- Step 1: Dial *777# to access the data menu.
 Step 2: Select menu option for REDclub*.
 Step 3: Choose the desired validity and plan.
 Step 4: Press 1 to confirm purchase and await SMS confirmation message.

Activation via MyDigicel App:



- Step 1: Launch **MyDigicel App** and login.
- Step 2: Select Plans & Bundles menu.
- Step 3: Select Available Plans option.
- Step 4: Select the REDclub* menu.
- Step 5: Choose the desired validity and plan.
- Step 6: Press 1 to confirm purchase and await SMS confirmation message.

*You must have an active subscription to access exclusive REDclub data plans.

- 4. How do I check my balance?** Dial *130# or open MyDigicel App to check your account balance and bundles.
- 5. Are the exclusive plans free in REDclub once I have an active subscription?** No, once you have successfully subscribed, you will still be required to pay for any REDclub plan offers in order to use them.
- 6. Can the REDclub voice bundles be used to make local calls to other mobile networks?** No, the voice bundles purchased through REDclub's 1TOK and voice plans only applies for Digicel to Digicel calls. Normal rate applies for calls to other networks in PNG.
- 7. Does REDclub offer an International Voice Bundle (IVB)?** Yes, it is available to customers with an active REDclub subscription. Use the following steps as a guide to activate it:

Activation via USSD code:

- Step 1: Dial *675# for the default REDclub menu
- Step 2: Select Happy Hour, Voice & SMS option
- Step 3: Press 0 for Next
- Step 4: Select 5 for International Voice Bundle
- Step 5: Press 1 to Get 50Min International Voice Bundle for K17
- Step 6: Press 1 to confirm purchase and await SMS confirmation.

Countries where IVB applies are in the table 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.

- 8. Do REDclub plans support rollover?** Yes, rollover ONLY applies to Data plans with the same validity within REDclub but are not compatible with regular data plans.
- 9. Is Renewal included?** No. If the customer chooses not to renew their subscription within 24hours of its expiry, any plans that expire within that time will not rollover if they subscribe to REDclub again in the future.
- 10. Is Gifting included?** No. Gifting is not applicable to these exclusive plans.
- 11. Is REDclub available to all Digicel subscribers?** No, it is applicable only to prepaid subscribers.