

Digicel Prime Bundles FAQ

Updated as of 17 December 2020

Launched: October 20, 2020 (00:00:00hrs)

Service Type: Data

Customer Type: Digicel Prepaid Customers

1. What is a Digital Operator?

As a **Digital Operator**, we deliver digital experiences and engagement, making that happen 1440 minutes of our customers' daily lives – every day, all day!

It's no longer about minutes and MBs. At Digicel, that means being:

- ✓ Always there
- ✓ Always on
- ✓ Always having something to offer customers

Whatever our customers are into, we've got something for them, every minute of every day. That includes Music, News, Messaging, Marketplaces, Cloud Storage, Radio, and Podcasts.

2. How do we show customers what Digital Operator means?

The first major move in our new Digital Operator and Customer Relationship is providing you with an opportunity to upgrade to our NEW Digital Prime Bundles.

That means we're enabling you to enjoy all of the digital engagement, digital experiences and data you could possibly wish for. Say hello to our all-new **Digicel Prime Bundles**.

Put simply, the Prime Bundles are our future. Our Digital Operator future.

3. Tell me about those Prime Bundles.

Our Prime Bundles feature SEVEN1 Digital Apps.

1. D'Music for music streaming
 2. BiP for messaging, video calls, gaming and marketplaces,
 3. LOOP for news,
 4. Billo for cloud storage
 5. Go Loud for Radio and Podcasts
 6. MyDigicel app for free access to Digicel's self-care destination
- Each with its own super generous data allotment so you can feel, touch, experience and enjoy them as you live your digital lives.
 - Not only that, with our Prime Bundles, we're making sure you enjoy more of the things you love, with even more data.

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- Whatever you're into, we have a digital experience for you. This means you get to do more, experience more, learn more, laugh more, make more, share more, listen more and play more together with Digicel.

4. Are all customers able to purchase the Digital Prime Bundles?

Yes, all customers will have the access to the Digital bundles when they purchase a Prime 1TOK Bundle. For info on Prime 1TOK Bundles, see [ADDITIONAL QUESTIONS & ANSWERS – Digicel Prime 1TOK Bundles](#)

5. Which Digital Apps are included in the Prime Bundles?

The Digital Prime Bundles include our full suite of Digital Apps. The amazing thing? There is an App for everyone, no matter what you're into.

The Digital Prime Bundles include **7** Digital Apps below.

	Digital Service Apps	Key Features	Key Benefits	Content
	MyDigicel Our Hub	<ul style="list-style-type: none"> • Gateway to all Apps • Ruby AI Bot • Free to use • Plan purchase • Bill Pay 	<ul style="list-style-type: none"> • Shake It • Best value on plans • Self care made easy 	<ul style="list-style-type: none"> • Access to all Digital services • NewCom games portal
	D'Music More Music	<ul style="list-style-type: none"> • Music Playlists • Car Mode • Free basic version • Dark mode • Live concert streaming 	<ul style="list-style-type: none"> • Hyper local music content • No credit card needed 	<ul style="list-style-type: none"> • 40 million tracks with local • Over 100 music videos (inc. online concerts)
	Loop More News	<ul style="list-style-type: none"> • Editorial news • Video news coverage • Breaking in-app news notifications 	<ul style="list-style-type: none"> • Hyper local, regional content • Dedicated data allotment 	<ul style="list-style-type: none"> • Hyper local, regional editorial • Video series
	Billo More Storage	<ul style="list-style-type: none"> • Cloud storage • Auto and contact sync • Photo pick • Face and location recognition 	<ul style="list-style-type: none"> • No credit card needed • Dedicated data allotment 	
	BiP More Connection	<ul style="list-style-type: none"> • Instant Messaging • Video Calling • Secret messaging • Translate • Discovery Channels • Games 	<ul style="list-style-type: none"> • Surprise points • Dedicated data allotment • Secure and encrypted 	<ul style="list-style-type: none"> • BiP games • Local BiP Discovery • NewCom Football fantasy & Gameloft
	GoLoud More Radio	<ul style="list-style-type: none"> • Local radio streaming • Podcasts • Free Basic version 	<ul style="list-style-type: none"> • Hyper local radio and podcasts • Dedicated data for radio 	<ul style="list-style-type: none"> • 4,237 podcast/2 Local • 77 radio stations
	PlayGO More TV anytime, anywhere	<ul style="list-style-type: none"> • Mobile TV app • Premium package applies only for 3 Prime 1TOK Bundles • Live TV streaming for NRL matches 	<ul style="list-style-type: none"> • Hyper local and international mobile TV streaming content • No credit card needed 	<ul style="list-style-type: none"> • 24 Premium channels

6. How do I activate the Prime Bundle?

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You can activate / purchase your bundle through 3 methods - **Web, MDA or UMM**.

- **Activation (Web):**

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- Customers will be able to activate the New Prepaid Prime Bundle Plan by accessing MyDigicel Web <https://mydigicel.digicelgroup.com/>.
 - After gaining access to My Digicel by entering the Digicel ID, the customer will go the Plans section, select Available plan, and click on the desired Prime 1TOK Bundle to activate a plan.
 - After selecting the desired Prime 1TOK Bundle the following will happen:

 - If the customer has sufficient credit they will receive a SMS advising that the plan has been successfully activated. Then a 2nd SMS advising that their Digicel Prime Bundles is activated.
 - If the customer has insufficient credit they will receive a SMS advising of insufficient funds to activate the plan, please top up and try again.

- **Activation (MyDigicel App):**

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- Customers will be able to activate the New Prepaid Digicel Prime Bundles Plan by accessing the MyDigicel App
 - After gaining access to MyDigicel by entering the Digicel ID, the customer will go the Plans section, select Available plan, and click on the desired Prime 1TOK Bundle to activate a plan.
 - After selecting the desired Prime 1TOK Bundle the following will happen:

 - If the customer has sufficient credit they will receive a SMS advising that the plan has been successfully activated.
 - A 2nd SMS advising that their Digicel Prime Bundles is activated.
 - If the customer has insufficient credit they will receive a SMS advising of insufficient funds to activate the plan, please top up and try again.

- **Activation (UMM):**

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- Customers will dial UMM Code *675# to access the UMM menu.
 - Customers will then enter the desire selection code (1) that will bring them to Prime 1TOK Bundles Menu.
 - In the Prime 1TOK Bundles Menu, the customer will enter the desire selection code and activate the desired duration Combo Bundle plan.
 - Once the customer confirms their activation of the Combo Bundle plan they will receive a flash USSD message and follow by a SMS stating:

 - That the plan successfully activated if the customer had sufficient credit for activation.
 - A 2nd SMS advising that their Digicel Prime Bundles is activated.
 - Or if there was insufficient credit available for plan activation, the SMS would advise to please add the required funds and try again.

- **Expiry:**

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- When Prime Bundle expires customers WILL NOT keep the remaining MB for their Digital Apps as NO GRACE PERIOD will be applied; However, customer will have Grace Period as per usual for their regular Data, Voice and SMS bundle.
 - Once the plan expires, customer will lose all remaining Digital App Bundles
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The Digital App Bundles will not allow rollover of data. For 7Day and 30Day Prime 1TOK Bundle data allocations, the Prime Bundles will refresh daily at midnight for the duration of the Prime 1TOK Bundle data plan.

Example - If the largest Prime 1TOK Bundle in the market offers 7GB for data allocation, the Digital App data allocations will then only be 1GB per digital app per day for the duration of the Prime 1TOK Bundle data allocation. The Rollover will only happen for the main Data, Voice and SMS bundle. There is no rollover for the Digital App Prime Bundles.

The Prime Bundle 300MB per app for 1 Day plans are fixed. This means that when you buy two or more 1 Day Prime Bundle Combos, the 300MBs do not accumulate. You only receive the Prime bundles 300MB the first time you buy a 1 day 1TOK prime bundle.

7. How much data will the Digital Apps offer our Customers?

We are all about giving you more of what you love at no extra cost.

The great thing about our Prime Bundles is that they come loaded with super generous data allotments for each of our digital apps so you can try, touch, feel and experience them as much as you like.

Like any other app or data used on your phone, exactly how much you can do per MB or GB varies with a range of factors from the quality of video being streamed, the strength of your signal, how many people are on a call, etc. There can also be some “background data use” for apps that auto-update.

Digital Apps	Short description	K3 & K5 1Tok Combo Plans	K8, K10 & K15 1Tok Combo Plans
MyDigicel App (MDA)	 24/7 Help	300 MB Prime Bundles	1GB Prime bundles
BiP	 * Text FREE all day	300 MB Prime Bundles	1GB Prime bundles
D-Music	 ** Listen to 1,500 songs	300 MB Prime Bundles	1GB Prime bundles
Billo	 Store 1,000 Photos	300 MB Prime Bundles	1GB Prime bundles
Loop	 Read 500 articles	300 MB Prime Bundles	1GB Prime bundles
GoLoud	 Listen to podcasts all day	300 MB Prime Bundles	1GB Prime bundles
PlayGo	 Watch Premium TV all day	-	1GB Prime bundles

- Applicable to **all** Prime 1TOK bundles containing data
- Only 1Day Prime 1TOK bundles worth **K3** and **K5** will receive Prime Bundles data allocation of **300MB** per app, per day **excl. PlayGo**. Validity matches the Prime 1TOK bundles validity.
- Only 1Day Prime 1TOK bundles worth **K8, K10 & K15** will receive Prime Bundles data allocation of **1GB** per app, per day **incl. PlayGo**. Validity matches the Prime 1TOK bundles validity.

Applies only to messaging. ** Applies only to Stations.

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Customers will receive FREE app access per app with the purchase of every NEW PRIME 1TOK Bundle containing data with validity of 1 day and over.

8. What are the specifications on the Apps provided in the Prime Bundles?

D'Music: Data allowance will be created for D'Music usage only; No other apps or browser will be able to access the data in the dedicated app data other than D'Music traffic. When the D'Music bundle is exhausted customers will be charged from their regular data bundle if available then their main credit. Qualified plans will differentiate the subscription that is applied to customer's account.

Billo: Data allowance data is to be created for Billo use only. The dedicated app data should be configured to allow Billo traffic for upload and download, no other Application or data traffic should be allowed from the dedicated app data. Once the bundle is exhausted customers will be charged from their main data for Billo usage then main credit.

BiP: Data allowance details to be created for specific BiP use only. The BiP dedicated app data should be configured to allow BiP Audio & Video call respectively. Absolute Zero Rating will be applied to Unlimited BiP Text which will not be consumed from this dedicated data bucket. BiP Group Video Calling, Discovery and Games will be charged from customer's main data. No other Application or data traffic should be allowed from the dedicated app data. Once the bundle is exhausted customers will be charged from their main data for BiP usage, then main credit.

Loop: A new Loop Data Allowance will be configured for Loop traffic only; the whitelisted data **WILL NOT** cover Loop Video and Advertisement; this traffic will be charged from the main data account.

Go Loud: A data allocation within the prime bundle will be provided for Go Loud usage. The data will be configured to allow only Radio and Podcast live streaming. **The Podcast video on demand** will be charged from the **MAIN DATA ACCOUNT**. No other apps or browser will be able to access the data allocated other than Go Loud. When the Go Loud bundle is exhausted customers will be charged from their main data bundle, if available, and then their main credit account.

9. What are the Charging Priorities by Digital App?

- **D'Music:** D'Music Bundle > Data Bundle > Main Credit
- **BiP Usage:** BiP promo > BiP Bundle > Data Bundle > Main Credit
- **Billo:** Billo Bundle > Data Bundle > Main Credit
- **Loop:** Loop data > Data Bundle > Main Credit
- **Go Loud:** Go Loud data > Data Bundle > Main Credit

10. What are the different service offering?

Billo

- 5GB storage
- Allocated data for upload and download (not zero rated)

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BIP

- Unlimited BiP to BiP Messages, Voice notes, pictures and video messaging
- It excludes Group video calling, Discovery and Games – this data usage will be taken from the Main data account

D'Music

- Stations (1 day, 7 days and 30 days Plan)
 - Access to Stations Genre streaming with 3 skips per hour
 - 30 Day = 120 hours Streaming Per Month per customer
 - 7 Day = 200 tracks or 12 hours streaming per week
 - 1 Day = 60 tracks or 3.5 hours per day
 - Upgrade to Premium built in

MDA

- All features and functionality available on MDA

11. How do I check my balance?

MyDigicel app is the best place for self-service with your Digicel account. You can also check your balance via UMM *675#.

MDA Example below:



UMM Example below:

	Level 1:	Level 2:	Level 3:	Level 4:	SMS Notification	SMS Notification 2
	1TOK Combo Plans					
Option 1 - 1TOK Combo	Select option: 1- 1TOK Combo 2- Data Plans 3- Happy Hour, Voice & SMS 4- Credit On Loan 5- MobileTV 6- Gift A Plan 0- Next	1TOK Combo. Please select: 1- Daily Combo 2- Weekly Combo 3- Monthly Combo 4- Specials #- Go Back to Previous Menu	Select Daily Plan: 1- 10MB,8Mins,20SMS,K3 2- 80MB,40Mins,40SMS,K8 3- 40MB,12Min,20SMS,K5 #- Go Back to Previous Menu	For KS get Digi-Digi 12Min,20SMS,40MB,expires in 24 hrs. Press: 1- To Confirm #- Go Back to Previous Menu	Thank you for choosing #1TOK combo plan. Your Combo plan of 12mins 20SMS, 40MB is ready. This Plan will expire in 24hrs.	Congrats! You were awarded 300MB per app each day to enjoy Billio, BIP, LOOP, MDA, Dmusic & GoLoud, visit your App Store today. Offer expires with 1TOK plan.
	No. of characters 132	No. of characters 119	No. of characters 120	No. of characters 110	No. of characters 119	No. of characters 156

12. My main plan or bundle has “rollover data”, does this change?

Scenarios 1 – Customer migrating from a current in Market Prime 1TOK Bundles to NEW Prime Bundle

- The New Prime Bundles can only be activated upon purchase of a Prime 1TOK Bundle.

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- Data Rollover is applicable on the main Prime 1TOK Bundle only. Whereas the Prime Bundles do not rollover but will refresh daily at midnight based on the data allocation of the Prime 1TOK Bundles.

Scenarios 2 – Customer has activated the New Prime Bundle and is interested in purchasing the same or another Prime Bundle

- The Prime Bundles can only be activated upon purchase of a Prime 1TOK Bundle.
- Regardless of the Prime 1TOK Bundle that is purchased, the prime bundles data allocation remains the same per digital app.
- Data Rollover is only applicable when customer moves between Prime 1TOK Bundles.

Scenarios 3 – Customer is on the New Prime Bundle and opts to purchase old plans

- Data Rollover will NOT be applicable on Prime Bundles.
- The value add feature (Rollover) is only applicable when purchasing Prime 1TOK Bundles and their duration.

Scenarios 4 – Customer is on a current Plan and purchases another Plan

- Data Rollover is applicable when customer moves between current Prime 1TOK Bundles.
- The in market GRACE PERIOD for rollover will apply as per market set criteria on the Prime 1TOK Bundles and their duration.

13. What happens if I already have a plan for one of the 7 Apps?

D'Music

- If a customer has an active D'Music Standalone plan then activates a Digicel Prime Bundle the below should happen:
 - Customers will receive the additional data bundle from the Bundle plan activated including prime bundle
 - Customer will continue receiving Premium D'Music access
 - The regular D'Music dedicated data will take priority in charging whilst using the D'Music App
 - The D'Music dedicated data will maintain its original validity

BiP

- If a customer has the Free BiP Text, Audio & Video call promo active on their account then activates a Revised Freedom Plan with the Digicel Prime Bundle the below should happen:
 - Customers will receive the additional data bundle from the Bundle plan activated including prime bundle
 - Customer will benefit from the new BiP bundle as the BiP Promo will end upon the launch of the prime Bundles
 - The BiP bundle will take priority in charging whilst using BiP Audio & Video Calls
 - The BiP text messaging will allow the prime bundle users to use it unlimited for free
 - The BiP bundle will not cover charges for BiP Group Video Calling, Discovery and Games

14. Will my Prime bundle work while I am roaming?

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- Prime Bundles are not applicable for roaming.

15. What will happen if I am moving between different plans on Billo providing different storage space?

You are still able to access the app for 6 months (180 days) outside of a plan.

- You will not be able to upload new content once you're above the 5GB free storage
 - You are still able to upload once they are within the 5GB free allowance
 - Only while on a plan, you will benefit from Free Upload and download – Data usage
 - You will be able to accumulate while moving between multiple Billo plans

16. What happens to my data stored on Billo if I don't renew a plan or Leave Digicel Network? If storage is greater than 5GB all files will stay for 180 days

- You will need to delete items to get to the 5GB free allowance within the 180 days
 - You will receive notifications within the 180 days grace period to reduce storage to the free storage allowance while off a plan
 - NB – No files will be deleted by the system if you reduce your storage to the free allowance within the 180 days grace period.
- If you are still above the 5GB free allowance, all files will be deleted after the 180 days grace period.

17. Does data come off my main account when using the Apps, when I still have App allocated data available?

Yes, there are specific functions within the Apps that will consume data from your main account rather than the data allocated to the App.

The functionalities within the App that consume data from the **main account** are listed below

BiP

- Multi user video Calls
- Gaming
- Discover
- Location

GoLoud

- Podcast video on demand will consume data from the Main Account and NOT the data allocated to the GoLoud App.

LOOP

- Advertising, Images and Videos will be consumed from the Main Data Account and NOT from Data allocated to the App.

[ADDITIONAL QUESTIONS & ANSWERS – Digicel Prime 1TOK Bundles](#) (updated 8Dec 2020)

Digicel Prime Bundles FAQ

1. Have you changed the 1 Day 1TOK Prime plans?

For simplicity and better customer experience, we have added MORE value to our daily 1TOK prime plans. Cells highlighted are the new bundles.

Name	Price	Data	Voice	SMS	Validity
K3_10Min_20SMS_50MB 1day	PGK3	50	10	20	24hrs
K5_25Min_40SMS_125MB 1day	PGK5	125	25	40	24hrs
K8_100Min_100SMS_500MB 1day	PGK8	500	100	100	24hrs
K10_150Min_150SMS_1024MB 1day	PGK10	1024	150	150	24hrs
K15_ULMin_300SMS_3072MB 1day	PGK15	3072	UL	300	24hrs

2. Do these new daily 1TOK plans come with the 1TOK Prime bundles privileges?

Yes, they do – now with an even better offer!

- Usually you'd get 300MB to use for all six (6) digital apps, i.e. My Digicel App, D'Music, BiP, Billo, GoLoud and Loop. We have increased the bundle from 300MB to 1GB for only three (3) plans.
- We have also included one more app to use the prime bundles with. That is the PlayGo app that comes with the Premium package bundle. However, this does not apply to all plans. Cells highlighted are the new bundles.

Name	Validity	Billo	BiP	GoLoud	Play	Store	MDA	Dmusic	Loop	PlayGo
K3 1 Day 1TOK Prime Plan	24hrs	300MB	300MB	300MB	300MB	200MB	300MB	300MB	300MB	
K5 1 Day 1TOK Prime Plan	24hrs	300MB	300MB	300MB	300MB	200MB	300MB	300MB	300MB	
K8 1 Day 1TOK Prime Plan	24hrs	1.0GB	1.0GB	1.0GB	1.0GB	200MB	1.0GB	1.0GB	1.0GB	1.0GB
K10 1 Day 1TOK Prime Plan	24hrs	1.0GB	1.0GB	1.0GB	1.0GB	200MB	1.0GB	1.0GB	1.0GB	1.0GB
K15 1 Day 1TOK Prime Plan	24hrs	1.0GB	1.0GB	1.0GB	1.0GB	200MB	1.0GB	1.0GB	1.0GB	1.0GB

3. Where do I go to buy these new daily 1TOK prime plans?

You can buy these plans on USSD code *675# and also on My Digicel App, under “Plans & Bundles” menu.

4. Do these plans allow for multiple subscription?

Yes, they do.

5. With the digital bundles, you have also included PlayGo. Which channels will I be streaming once I get this plan?

You will be able to view all 24 channels via the PlayGo app.

Premium Package		
Info Channel (Promos)	TVWAN+	Comedy Central
TVWAN	SBS 2	Blue Ant Extreme

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TVWAN Action	GEM	NBC
Nickelodeon	Blue Ant Entertainment	Smithsonian
ABC 2	Love Nature	Channel Ten
Da Vinci	Aljazeera	ABC QLD
Imparja	Daystar	SBS QLD
7 Central	Trace Urban	Premier League

6. Do these new plans have rollover feature included?

No, it doesn't.

7. For the voice and SMS, will we be able to use it to contact to other network?

No. Both SMS and voice bundles only allowed for Digicel calls & SMS.

8. What about the 1TOK Prime bundles? If I buy the same plan, will the bundles rollover?

No. It won't rollover. However, the bundles will reset.

9. Is this available for all Digicel subscribers?

This plan is only available for prepaid subscribers.