

As at November 2023.

LTE Home TERMS AND CONDITIONS

What is LTE Home?

Digicel's Home LTE Service is an improved wireless network powered by Time Division Duplex technology that will deliver internet speed in remote areas of the island. This service will be delivered primarily in areas where Fixed Fibre services are not readily available.

Who can access the LTE Home service?

Digicel's LTE Home service is available to all homes located within the coverage and capacity area.

How do I verify my eligibility for the LTE Home service?

Customers may visit any Digicel dealer store with a valid government issued ID, TRN & address verification to verify if their address is located within the coverage and capacity area. Once confirmed, their information will be sent to the sales team for a site visit appointment within approximately 72 hours to conduct a feasibility test.

How do I become a LTE Home customer?

Upon successfully completing our service feasibility checks, you will be required to provide the below documents to a Digicel Retail Agent or Feet on the Street Agent

Postpaid Requirements

- Passport, National ID or Driver's License.
- Completed activation form.
- One (1) recent utility bill (within 3 months) verifying address on activation form.
- Installation Fee of KY\$100.

What plans are available?

The below plan is available for purchase:

Plan Type	Data Allotment	Download	Upload	Validity
LTE Broadband Plus 25	Unlimited*	Up to 25Mbps	Up to 5Mbps	1 month
LTE Broadband Plus 50	Unlimited*	Up to 50Mbps	Up to 10Mbps	1 month

*A daily of cap 25 GB is set once exceeded, postpaid customers will throttle at 1 mbps.

** Postpaid subscription fee includes Router device/ Customer Premises Equipment ("CPE") Monthly Rental Fee

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How many devices can be connected to my LTE Home service at the same time?

For optimal speed, it is recommended that customers connect up to 4 devices simultaneously to their modem. Should you choose to connect more than 4 devices simultaneously to your modem, you might experience slower download and upload speeds.

What speed will I experience with LTE Home?

You will benefit from download speed up to 25mbps and upload speed up to 5mbps however, this may vary depending on the number of devices connected simultaneously to a modem.

Where can I pay my LTE Home bill?

You may pay your Digicel LTE Home bill at any of our payment agencies island-wide:

- ✓ Digicel Stores
- ✓ My Digicel ID Portal
- ✓ Butterfield Bank
- ✓ CMB

How do I re-locate my modem?

After successfully installing the LTE Home service, customers are encouraged to not tamper with the modem, however, customers may contact Digicel customer care at '100' to schedule a site visit to have their modem re-located at a cost. Digicel will not be held responsible for any service disruption or modem damage as a result of re-location done by the customer.

Can I remove the SIM card in my modem?

After successfully installing the LTE Home service, customers are encouraged not to remove the SIM card from their modem. Digicel will not be held responsible for any service disruption or modem/SIM damage as a result of re-location done by the customer.

Is there a contractual period for LTE Home customers?

LTE Home customers will have a contractual period of 12 months. If you terminate your service before the contractual period, you will be required to return the modem to a Digicel dealer store and pay an early termination fee of \$250.

When is my LTE Home bill due?

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All LTE Home bills are due on the 27th of the month. You are given two days grace period to pay their bills. Payments received after the 29th of the month will attract a late payment fee of \$5, which will appear on their next invoice.

What happens when I exceed my LTE Home Service data allotment?

Customers who exceed their data allotment will throttle at a slower speed i.e. 1mbps.

Can I suspend my LTE Home service?

You may suspend LTE Home service for a maximum of 6 months at a charge of \$20 per month.

How do I terminate my LTE Home service?

- You will required to clear all outstanding invoices and write a letter stating the reason for termination.
- You are required to email the termination letter to (customercare@digicelgroup.com) or take the letter along with the identification that was used to activate the account to a dealer store.
- Dealer store submits the documents along with the completed termination form to the Broadband Activation Team to complete the process.
- If terminating before the end of the 1 year contract, you will be required to return the modem to Digicel. You may choose to use deposit and offset outstanding balance or transfer as credit to a Digicel GSM account.
- If terminating after the end of the 1 year contract, you will still be required to return the modem, and will not be required to pay any additional charges apart from the outstanding invoices/bills. You may choose to use deposit and offset outstanding balance or transfer as credit to a Digicel GSM account.

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Additional Terms and Conditions

- Digicel's LTE Home service is offered for the personal use of individuals and not commercial use or usage by groups of individuals. Any usage by an individual that in Digicel's sole discretion is intended for financial gain or profit by you or by groups of individuals will result in the immediate termination of this Promotion.
- Digicel reserves the right to terminate your use of the LTE Home service forthwith without notice if in its sole opinion the Promotion is being abused by you.
- Digicel will not be responsible for: (1) technical failures of any kind, including, but not limited to malfunctions, interruptions, or disconnections in network connections or hardware or software; (2) unauthorized human intervention in any part; or (3) technical or human error which may occur in the administration of Home LTE service.
- Digicel reserves the right to modify or discontinue (permanently or temporarily) the LTE Home service being offered to its customer at its discretion.
- Digicel reserves the right to at any time, with or without the notice, to vary or cancel the terms and conditions of the LTE Home service. In the event of Digicel giving notice to customers of any such changes to or cancellation of the LTE Home service it shall suffice for Digicel to give customers notice via messages to customer's handset, email or to post such notification on Digicel's website. Any such notification shall be effective immediately or as of the date referred to in such notification.
- Except where there is a conflict the general Terms and Conditions governing the relationship between Digicel and Digicel Postpaid Customers and all other terms and conditions in relation to any offer herein remain applicable in addition to any other terms and conditions of use of any of Digicel's other services including such as Digicel's data services. Where a conflict exists these terms and conditions shall prevail.