



# Digicel

Orkin Jamaica  
5a, Haughton Avenue  
Bldg:mdu::2113223  
Kingston 10  
Jamaica

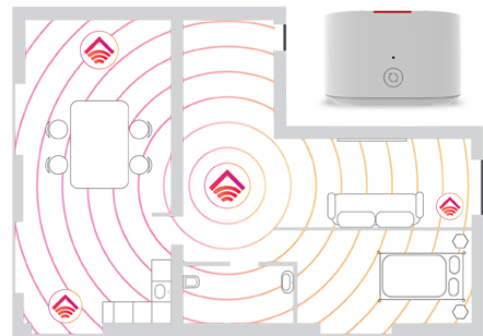
**ACCOUNT NUMBER (Pay to this Number):** 102000187331  
**AMOUNT DUE:** JMD-\$10,804.42  
**DUE DATE:** DEC 18 2022  
**INVOICE NUMBER:** JM000005303723  
**INVOICE DATE:** NOV 22 2022

## STATEMENT OF ACCOUNT CHARGES FOR SERVICE AT:

5a, Haughton Avenue Kingston 10 Jamaica

Previous Balance	\$11,574.23
Less Total Payments	-\$36,924.98
Balance Brought Forward	-\$25,350.75
Current Charges:	
Monthly Subscription Charges	\$12,093.71
Total Usage Charges	\$250.93
G.C.T. 15%	\$1,404.99
G.C.T. 25%	\$744.51
T.C.T.	\$41.75
G.C.T. on T.C.T. 25%	\$10.44
Total Current Charges @ JMD\$157 = USD\$1	\$14,546.33
Total Amount Due on 102000187331 by 18/12/2022	JMD-\$10,804.42

**BETTER WIFI  
COVERAGE  
SEAMLESS  
CONNECTIONS**



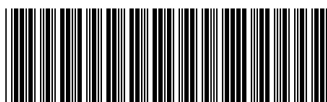
We'd love to hear about your Billing Experience! Please take 2 minutes to answer a few questions. [Click here](#) to take our short survey.



# Digicel

Orkin Jamaica  
5a, Haughton Avenue  
Bldg:mdu::2113223  
Kingston 10  
Jamaica

**ACCOUNT NUMBER (Pay to this Number):** 102000187331  
**AMOUNT DUE:** JMD-\$10,804.42  
**DUE DATE:** DEC 18 2022  
**INVOICE NUMBER:** JM000005303723  
**INVOICE DATE:** NOV 22 2022



102000187331



**ACCOUNT NUMBER (Pay to this Number):** 102000187331  
**AMOUNT DUE:** JMD-\$10,804.42  
**DUE DATE:** DEC 18 2022

## PAYMENTS

Payment Date	Paid Amount
Payment 27/10/2022	-\$25,350.75
Payment 28/10/2022	-\$11,574.23
<b>Total</b>	<b>JMD-\$36,924.98</b>

## SUBSCRIPTION CHARGES

Description	Service Period	Total
Fibre 25 + Biz Voice	22 Oct to 21 Nov	\$12,093.71
<b>Total ex G.C.T.</b>		<b>JMD\$12,093.71</b>



**ACCOUNT NUMBER (Pay to this Number):** 102000187331  
**AMOUNT DUE:** JMD-\$10,804.42  
**DUE DATE:** DEC 18 2022

#### SUMMARY OF CALLS FOR 18766656248:

Description	Number of Minutes	Charge	Discount	Total
CALL CHARGES	01:13:58	\$250.93	\$0.00	\$250.93
Total ex G.C.T.	01:13:58	JMD\$250.93	JMD\$0.00	JMD\$250.93
Additional Minutes Used (Outside of Package)	01:13:58	JMD\$250.93	\$0.00	JMD\$250.93

#### CALL DETAILS FOR 18766656248:

Date	Time	Destination	Description	Duration	Charge	Discount	Total
25/10/2022	2:58 PM	18768165224	Flow Mobile	00:00:27	\$2.99	\$0.00	\$2.99
02/11/2022	10:29 AM	18768476945	Digicel Mobile	00:04:40	\$9.95	\$0.00	\$9.95
04/11/2022	1:46 PM	18764250213	Digicel Mobile	00:00:45	\$1.99	\$0.00	\$1.99
04/11/2022	4:22 PM	18764250213	Digicel Mobile	00:00:16	\$1.99	\$0.00	\$1.99
04/11/2022	4:40 PM	18768329824	Flow Mobile	00:04:26	\$14.95	\$0.00	\$14.95
04/11/2022	5:19 PM	18764250213	Digicel Mobile	00:00:40	\$1.99	\$0.00	\$1.99
07/11/2022	1:13 PM	18768782210	Digicel Mobile	00:00:55	\$1.99	\$0.00	\$1.99
07/11/2022	1:15 PM	18763451868	Flow Mobile	00:00:46	\$2.99	\$0.00	\$2.99
07/11/2022	2:31 PM	18765598149	Digicel Mobile	00:03:07	\$7.96	\$0.00	\$7.96
07/11/2022	2:37 PM	18768918066	Flow Mobile	00:00:05	\$2.99	\$0.00	\$2.99
07/11/2022	2:38 PM	18768918066	Flow Mobile	00:00:06	\$2.99	\$0.00	\$2.99
07/11/2022	2:43 PM	18763451868	Flow Mobile	00:04:47	\$14.95	\$0.00	\$14.95
07/11/2022	2:49 PM	18763871861	Digicel Mobile	00:02:10	\$5.97	\$0.00	\$5.97
07/11/2022	3:05 PM	18764455787	Digicel Mobile	00:01:12	\$3.98	\$0.00	\$3.98
07/11/2022	3:07 PM	18763815535	Digicel Mobile	00:02:57	\$5.97	\$0.00	\$5.97
07/11/2022	3:26 PM	18769605285	Flow Fixed Line	00:00:31	\$1.99	\$0.00	\$1.99
07/11/2022	3:34 PM	18764250213	Digicel Mobile	00:00:05	\$1.99	\$0.00	\$1.99
07/11/2022	3:35 PM	18764250213	Digicel Mobile	00:00:02	\$1.99	\$0.00	\$1.99
07/11/2022	3:43 PM	18764250213	Digicel Mobile	00:00:29	\$1.99	\$0.00	\$1.99
07/11/2022	3:45 PM	18763575331	Digicel Mobile	00:00:25	\$1.99	\$0.00	\$1.99
07/11/2022	3:58 PM	18764607960	Digicel Mobile	00:01:19	\$3.98	\$0.00	\$3.98
07/11/2022	4:07 PM	18768583271	Digicel Mobile	00:00:33	\$1.99	\$0.00	\$1.99
07/11/2022	4:09 PM	18763824715	Digicel Mobile	00:00:51	\$1.99	\$0.00	\$1.99
07/11/2022	4:11 PM	18768559673	Digicel Mobile	00:01:47	\$3.98	\$0.00	\$3.98
07/11/2022	4:15 PM	18763389505	Flow Mobile	00:00:40	\$2.99	\$0.00	\$2.99
07/11/2022	4:31 PM	18764250213	Digicel Mobile	00:00:09	\$1.99	\$0.00	\$1.99
11/11/2022	10:43 AM	18762948143	Digicel Mobile	00:01:23	\$3.98	\$0.00	\$3.98
11/11/2022	1:50 PM	18769097826	Flow Mobile	00:02:42	\$8.97	\$0.00	\$8.97
Total Current Charges				00:38:15	JMD\$123.47	JMD\$0.00	JMD\$123.47



**ACCOUNT NUMBER (Pay to this Number):** 102000187331

**AMOUNT DUE:** JMD-\$10,804.42

**DUE DATE:** DEC 18 2022

Date	Time	Destination	Description	Duration	Charge	Discount	Total
11/11/2022	1:56 PM	18764607960	Digicel Mobile	00:01:45	\$3.98	\$0.00	\$3.98
11/11/2022	2:05 PM	18763613776	Digicel Mobile	00:00:28	\$1.99	\$0.00	\$1.99
11/11/2022	2:07 PM	18764575854	Digicel Mobile	00:00:38	\$1.99	\$0.00	\$1.99
11/11/2022	2:10 PM	18768583271	Digicel Mobile	00:00:08	\$1.99	\$0.00	\$1.99
11/11/2022	2:11 PM	18768583271	Digicel Mobile	00:00:39	\$1.99	\$0.00	\$1.99
11/11/2022	2:18 PM	18763167716	Flow Mobile	00:05:00	\$14.95	\$0.00	\$14.95
11/11/2022	2:32 PM	18763759014	Digicel Mobile	00:00:20	\$1.99	\$0.00	\$1.99
11/11/2022	2:51 PM	18763857564	Digicel Mobile	00:01:51	\$3.98	\$0.00	\$3.98
11/11/2022	3:00 PM	18764750255	Digicel Mobile	00:01:22	\$3.98	\$0.00	\$3.98
11/11/2022	3:14 PM	18764277855	Digicel Mobile	00:00:50	\$1.99	\$0.00	\$1.99
17/11/2022	10:31 AM	18768091871	Flow Mobile	00:01:06	\$5.98	\$0.00	\$5.98
17/11/2022	10:48 AM	18764782049	Flow Mobile	00:00:56	\$2.99	\$0.00	\$2.99
17/11/2022	11:30 AM	18768601179	Digicel Mobile	00:04:57	\$9.95	\$0.00	\$9.95
17/11/2022	11:38 AM	18768601179	Digicel Mobile	00:00:42	\$1.99	\$0.00	\$1.99
17/11/2022	11:40 AM	18768091871	Flow Mobile	00:00:58	\$2.99	\$0.00	\$2.99
17/11/2022	2:06 PM	18767908931	Flow Mobile	00:01:19	\$5.98	\$0.00	\$5.98
17/11/2022	2:31 PM	18765350903	Flow Mobile	00:00:04	\$2.99	\$0.00	\$2.99
17/11/2022	3:12 PM	18765350903	Flow Mobile	00:00:06	\$2.99	\$0.00	\$2.99
17/11/2022	4:22 PM	18768525814	Digicel Mobile	00:03:27	\$7.96	\$0.00	\$7.96
18/11/2022	9:22 AM	18768091871	Flow Mobile	00:02:51	\$8.97	\$0.00	\$8.97
18/11/2022	11:05 AM	18768525814	Digicel Mobile	00:01:03	\$3.98	\$0.00	\$3.98
18/11/2022	12:11 PM	18764250213	Digicel Mobile	00:00:02	\$1.99	\$0.00	\$1.99
18/11/2022	12:12 PM	18764250213	Digicel Mobile	00:00:10	\$1.99	\$0.00	\$1.99
18/11/2022	12:25 PM	18764250213	Digicel Mobile	00:00:03	\$1.99	\$0.00	\$1.99
18/11/2022	12:28 PM	18762750660	Digicel Mobile	00:00:41	\$1.99	\$0.00	\$1.99
18/11/2022	12:42 PM	18764250213	Digicel Mobile	00:00:01	\$1.99	\$0.00	\$1.99
21/11/2022	11:36 AM	18763248492	Flow Mobile	00:00:02	\$2.99	\$0.00	\$2.99
21/11/2022	11:36 AM	18766277273	Flow Fix Line	00:01:18	\$3.98	\$0.00	\$3.98
21/11/2022	1:29 PM	18764162504	Digicel Mobile	00:00:10	\$1.99	\$0.00	\$1.99
21/11/2022	1:30 PM	18764356552	Digicel Mobile	00:01:33	\$3.98	\$0.00	\$3.98
21/11/2022	2:46 PM	18768365304	Flow Mobile	00:00:04	\$2.99	\$0.00	\$2.99
21/11/2022	2:47 PM	18768309826	Flow Mobile	00:01:09	\$5.98	\$0.00	\$5.98
<b>Total Current Charges</b>				<b>00:35:43</b>	<b>JMD\$127.46</b>	<b>JMD\$0.00</b>	<b>JMD\$127.46</b>



## HOW TO PAY YOUR BILL

Your bill can be paid using your 12 digit account number through any of the following options:

### ONLINE

- DIGICEL Bill Pay Now using your credit card
- MyDigicel App available via:



### DIGICEL LOCATIONS

Selected Digicel Dealer Stores and Paymaster locations.

### OTHER LOCATIONS

- Bank of Nova Scotia
- Bill Express (Western Union)
- First Caribbean International Bank
- First Global Bank
- Jamaica National Building Society
- National Commercial Bank
- Quick & EZ Bill payment
- Royal Bank of Jamaica
- Sagicor

Some of these locations may attribute a charge

**Note:** Payments will reflect on the account as follows -

- Digicel Bill Pay Now & Digicel Locations within 1 hour
- Other locations within 72 hours

## FREQUENTLY ASKED QUESTIONS

### Q. When is my bill due?

A. Your bill is due on the Due Date stated at the top right corner of your bill.

### Q. How will my bills be sent?

A. Your bills will be sent via email to the email address provided during sign up unless otherwise specified.

### Q. Why is my first bill higher than expected?

A. Your first bill will include a full month subscription charge as you are billed a month in advance. Additionally, the period for which you had service to the date your bill was generated will also reflect on the first bill. There may also be additional charges such as additional equipment and installation fees etc.

### Q. Why is my billed amount higher than expected?

A. On a monthly basis your bill amount may vary due to additional charges incurred. This may be due to outstanding amounts owing, expiration of promotional offers, exceeded allotted minutes etc.

### Q. What additional charges can appear on my bill?

A. The following services are examples of services offered that will affect your expected bill amount:

- Video on Demand
- Personal Video Recorder (PVR)
- Call Charges (Out of Allowance)
- Additional Equipment
- Promotional Charges

Prorated charges will also appear on your bill if you have added/changed a service during your billed period.

### Q. What happens if I do not pay my bill on time?

A. If your bill is not paid by the Due Date, a late fee of USD\$5.00 will be applied to your next bill. We encourage you to make your payments on time and in full to also avoid service interruption.

### Q. What should I do if I become disconnected?

A. If your service is disconnected; you are required to pay the full amount Outstanding (stated on your last bill) to have the service restored.

### Q. What happens if I cannot pay my bill?

A. If you are unable to pay your monthly bills, please contact us so we can work with you to see what best can be done to clear your balance whilst maintaining your services.

### Q. Can I manage my account online?

A. You can manage your account online using **My Digicel** - view/make payments, view your last bill as well as account balance and details.

## CONTACT US

**Email:** [salesinfo@digicelgroup.com](mailto:salesinfo@digicelgroup.com)

(Remember to quote your Digicel Account Number)

**Phone:** 145 (from your Digicel mobile) or 1-888-935-5050 (from within Jamaica)