



Digicel

Guardsman Group Limited
2c West Ivy Green
Crescent
Kingston 19
Jamaica

ACCOUNT NUMBER (Pay to this Number): 102000095816
AMOUNT DUE: JMD\$18,060.42
DUE DATE: DEC 11 2022
INVOICE NUMBER: JM000005289425
INVOICE DATE: NOV 15 2022

STATEMENT OF ACCOUNT CHARGES FOR SERVICE AT:

2c, West Ivy Green Crescent Kingston Jamaica

Previous Balance	\$15,704.24
Less Total Payments	-\$15,704.24
Balance Brought Forward	\$0.00
Current Charges:	
Monthly Subscription Charges	\$15,704.71
G.C.T. 15%	\$2,355.71
Total Current Charges @ JMD\$157 = USD\$1	\$18,060.42
Total Amount Due on 102000095816 by 11/12/2022	JMD\$18,060.42

**BETTER WIFI
COVERAGE
SEAMLESS
CONNECTIONS**



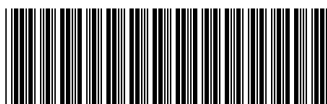
We'd love to hear about your Billing Experience! Please take 2 minutes to answer a few questions. [Click here](#) to take our short survey.



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PAYMENTS

Payment Date	Paid Amount
Payment 08/11/2022	-\$15,704.24
Total	JMD-\$15,704.24

SUBSCRIPTION CHARGES

Description	Service Period	Total
Fibre 50	15 Oct to 14 Nov	\$15,704.71
Total ex G.C.T.		JMD\$15,704.71



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

(Remember to quote your Digicel Account Number)

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