



14 Ocean Boulevard,
Kingston, Jamaica
Tel: +1 (876) 619-3444
or 100 (from your mobile)
Fax: 876-968-6336
E-mail: customer@digicelgroup.com
Website: www.digiceljamaica.com
Tax Registration No. 001666908

Page 1 of 0

Gladstone Rose
15 Roseberry Drive
Kingston 8
Kingston
St. Andrew
Jamaica

Account No.: 10100030886
Total Due: \$6,750.00
Payment Due: 27/12/2021
Service Period: 01/11/2021 - 30/11/2021
Invoice Date: 01/12/2021
Primary Number: 18763829480
Deposit Held: \$4,000.00
Invoice ID: JM25277039

STATEMENT OF ACCOUNT

Previous Balance	Payments and Adjustments	Balance Brought Forward	Current Charges	Amount due by 27/12/2021
\$6,337.50	-\$2,962.50	\$3,375.00	\$3,375.00	\$6,750.00

Previous Balance \$6,337.50

Payment on 04/11/2021 (Ref. No. 1002573446108) - Thank You -\$2,962.50

Total Payments and Adjustments -\$2,962.50

Balance Brought Forward \$3,375.00

Recurring & One-Time Charges \$2,700.00

Charges & Credits \$0.00

Other Charges & Credits \$0.00

Discount Amount \$0.00

Subtotal \$2,700.00

Tax

Jamaica - GCT 25% \$675.00

Special Telephone Call Tax \$0.00

Total Current Charges \$3,375.00

Total Amount Due JMD \$6,750.00

Please be advised that a late payment charge of 1 % per month will now be incurred on balances over 90 days from invoice date. The fee will apply to new charges on accounts from June 1, 2013. To avoid late charges, remember to pay your bill on time.



Payment Slip

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CURRENT CHARGES

Voice (Jamaica)	\$0.00
SMS	\$0.00
Data - Enable Data/GPRS (JAM)	\$0.00
CUG Subscription Fee	\$250.00
Monthly Subscription	\$2,200.00
Enable CreditU (Jamaica)	\$0.00
Enable SWIFT	\$0.00
Enable Data LTE Service (Jam)	\$0.00
BIP 30GB	\$0.00
BILLO 30GB	\$0.00
LOOP 30GB	\$0.00
PLAY GO 30GB	\$0.00
D MUSIC 30GB	\$0.00
Freedom Postpaid Master Plan	\$0.00
Postpaid 15GB Billo Storage	\$0.00
Postpaid Intro Prime Data 5GB	\$0.00
Postpaid Intro Prime Voice	\$0.00
GoLoud 30GB	\$0.00
SportsMax 30GB	\$0.00
Late Fee	\$250.00

Total Recurring & One-Time Charges **\$2,700.00**

Usage Charges

Domestic Calls	\$0.00
International Calls	\$0.00
Roaming Incoming Calls	\$0.00
Roaming Outgoing Calls	\$0.00
Digiroom Outgoing	\$0.00
Digiroom Incoming	\$0.00
Roaming Taxes	\$0.00
Supplementary Services	\$0.00
Data Usage	\$0.00
MCommerce Usage	\$0.00
* Compensation for Dropped Calls	\$0.00

Other Charges

Discount **\$0.00**

Tax

Jamaica - GCT 25%	\$675.00
Special Telephone Call Tax	\$0.00

Total Current Charges **JMD \$3,375.00**

Gladstone Rose
Mobile No.: 18763829480

Subscriber No.: **10100030886-1**
Invoice Date: **01/12/2021**
Service Period: **01/11/2021 - 30/11/2021**
Credit Limit: **\$4,400.00**

CURRENT CHARGES

18763829480

Prime - Intro Plan

Voice (Jamaica)	\$0.00
SMS	\$0.00
Data - Enable Data/GPRS (JAM)	\$0.00
CUG Subscription Fee	\$250.00
Monthly Subscription	\$2,200.00
Enable CreditU (Jamaica)	\$0.00
Enable SWIFT	\$0.00
Enable Data LTE Service (Jam)	\$0.00
BIP 30GB	\$0.00
BILLO 30GB	\$0.00
LOOP 30GB	\$0.00
PLAY GO 30GB	\$0.00
D MUSIC 30GB	\$0.00
Freedom Postpaid Master Plan	\$0.00
Postpaid 15GB Billo Storage	\$0.00
Postpaid Intro Prime Data 5GB	\$0.00
Postpaid Intro Prime Voice	\$0.00
GoLoud 30GB	\$0.00
SportsMax 30GB	\$0.00
Late Fee	\$250.00

Total Recurring & One-Time Charges

\$2,700.00

Usage Charges

Domestic Calls	\$0.00
International Calls	\$0.00
Roaming Incoming Calls	\$0.00
Roaming Outgoing Calls	\$0.00
Digiroam Outgoing	\$0.00
Digiroam Incoming	\$0.00
Roaming Taxes	\$0.00
Supplementary Services	\$0.00
Data Usage	\$0.00
MCommerce Usage	\$0.00
* Compensation for Dropped Calls	\$0.00

Other Charges

Discount

\$0.00

Tax

Jamaica - GCT 25%	\$675.00
Special Telephone Call Tax	\$0.00

Total Current Charges

JMD \$3,375.00

Bundle Details

: LOOP 30GB	Total Bundled Units Used
	Rollover Units Available for next Service Period
: BILLO 30GB	Total Bundled Units Used
	Rollover Units Available for next Service Period
: BIP 30GB	Total Bundled Units Used
	Rollover Units Available for next Service Period

Gladstone Rose
Mobile No.: 18763829480

Subscriber No.: 10100030886-1
Invoice Date: 01/12/2021
Service Period: 01/11/2021 - 30/11/2021
Credit Limit: \$4,400.00

Usage Details

DOMESTIC USAGE

Date	Time	Number	Destination	Call Type	Duration	Discount	Charge
10/11/2021	11:05 AM	18764221760	Digicel Jamaica	Outgoing	00:00:21		\$0.00
10/11/2021	11:21 AM	18769698166	LIME Jam Fixed Line	Outgoing	00:00:54		\$0.00
27/11/2021	5:17 PM	18763481115	Other Mobile	Outgoing	00:01:27		\$0.00
Totals		3			00:02:42		\$0.00

HOW TO PAY YOUR BILL

Use your 10-digit telephone number 1 (876) XXX-XXX to pay via these options:

ONLINE

1 **DIGICEL Bill Pay** using a credit card.

2 MyDigicel app. Download at



IN-STORE

Selected Digicel retail stores, Paymaster, Digicel Montego Bay Corporate Office.

OTHER LOCATIONS*

1. Bank of Nova Scotia

2. Bill Express (Western Union)

3. CIBC FirstCaribbean International Bank

4. First Global Bank

5. Jamaica National Building Society

6. National Commercial Bank

7. Quick & EZ bill payment

8. Sagicor

Note: Bills paid via Digicel Bill Pay Now and Digicel retail stores will reflect on within one hour of payment. For payments made at other locations, your account will be updated within 72 hours.

FREQUENTLY ASKED QUESTIONS

Q. When is my bill due?

A. Your bill is due on the Payment 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 different than expected?

A. Your first bill may include a partial charge depending on the time of the month the account was created. Also, out-of-bundle charges may be included if used during the first subscription period.

Q. Why is my billed amount higher than expected?

A. Monthly, your bill amount may vary due to add-ons, out-of-bundle usage, and amounts owing from the previous subscription period.

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:

- out-of-bundle usage -> exceeding allotted minutes
- add-ons

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

Q. What happens if I miss payment on a bill?

A. You will only be able to receive calls and SMS. Outgoing chargeable calls and data usage will be restricted until the outstanding amount is settled.

Q. What happens if I have an overdue bill in excess of 30 days?

A. You will be restricted from making chargeable calls, receiving calls and using data.

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

A. If your bill is not paid by the Payment Due date, a late fee of \$250.00 will be applied to your next bill. We encourage you to make your payments on time and in full in order to avoid service interruption.

Q. What should I do if my service is disconnected for non-payment?

A. You are required to pay the full Total Due amount 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 and we will work with you to agree on clearing your balance while you stay connected.

Q. Can I manage my account online?

A. Yes. Enjoy the convenience of using the MyDigicel app to manage your account, view/make payments, review your last bill, check account balances and get the latest offers and promotions.

CONTACT US

Email: customer@digicelgroup.com (Remember to quote your 10-digit telephone number)

Live Chat: Tap the Ruby tab on our website or go to the Support section of the MyDigicel app.

Phone: Dial 100 from your Digicel mobile, or 1-876-619-3444.

Visit our website at <https://www.digicelgroup.com/jm/en.html> for more details on our Bundles, promotions, and for online help/FAQs.