

UNDERSTANDING YOUR BILL WITH DIGICEL PLAY



DIGICELPLAYTT.COM

CALL
866-PLAY


DigicelPlay

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UNDERSTANDING YOUR DIGICEL PLAY BILL

Valued customer, the information in this booklet is designed to help you understand your bill, our billing cycles and fees, as well as the payment options that best suit your lifestyle.

Billing Cycle

Your Digicel Play services are billed in advance. Your billing cycle depends on your installation date and can fall within one of the following 30 day cycles:

- 1st – 30th
- 15th – 14th of the following month

Your First Bill

When you receive your first month's bill, it will include prorated fees PLUS one month's subscription charges in advance.


Your prorated fees are calculated starting from the date of your installation to the date before your billing cycle starts.


First bill = Prorated fee for the period + One month's subscription

*You may also have charges related to additional equipment installed at your request.

SUBSCRIPTION CHARGES

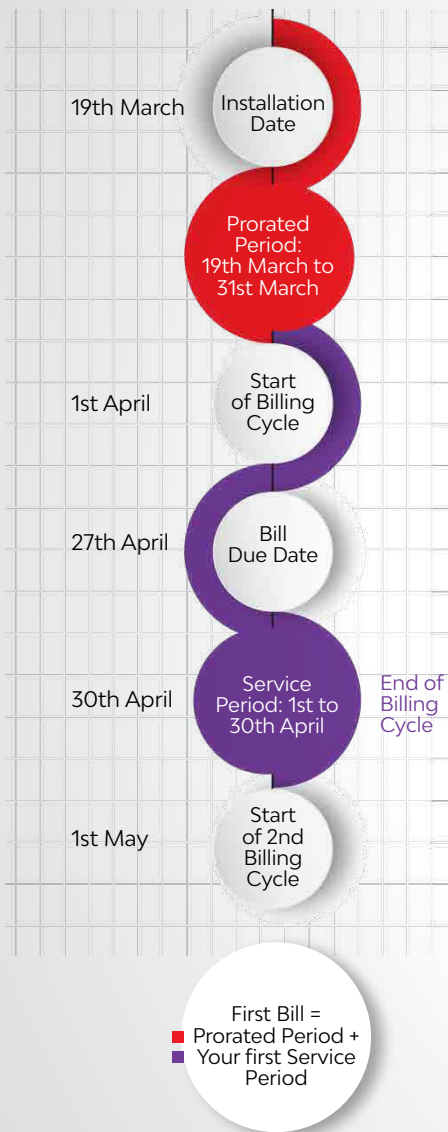
Description	Service Period	Charge	Discount	Total
Play BOLDI(25Mbps)	04 Dec to 14 Dec	\$157.30	\$0.00	\$157.30
Play BOLDI(25Mbps)	15 Dec to 14 Jan	\$429.00	\$0.00	\$429.00
NPVR	04 Dec to 14 Dec	\$10.63	-\$10.63	\$0.00
NPVR	15 Dec to 14 Jan	\$29.00	-\$29.00	\$0.00
Additional Set Top Box 1	04 Dec to 14 Dec	\$10.63	\$0.00	\$10.63
Additional Set Top Box 1	15 Dec to 14 Jan	\$29.00	\$0.00	\$29.00
Additional Set Top Box 2	04 Dec to 14 Dec	\$10.63	\$0.00	\$10.63
Additional Set Top Box 2	15 Dec to 14 Jan	\$29.00	\$0.00	\$29.00
Total inc VAT		\$705.19	-\$39.63	\$665.56

 Prorated subscription fee

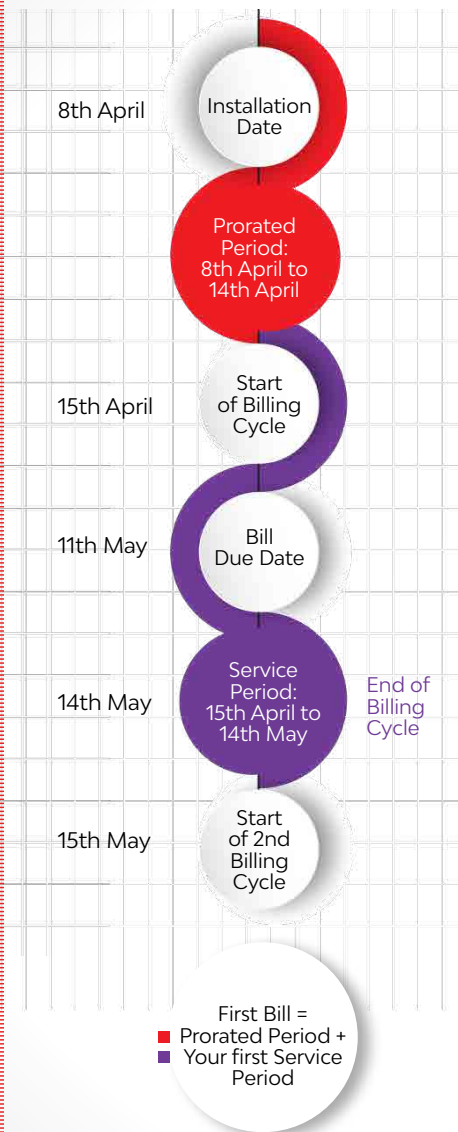
 First month's subscription fee

First Bill Examples

1st - 30th Billing Cycle



15th - 14th Billing Cycle



UNDERSTANDING YOUR SUBSCRIPTION CHARGES

Your subscription charges are the monthly fees that you have agreed to pay to access our Digicel Play products and services.

Package Charges

Your package charge is the base cost of your service. It may be represented as one of our bundled packages or any of our standalone TV, Broadband or Voice Packages.

Play Plus Premium Charges

You can enhance your TV experience by adding a number of premium TV add-on packages like HBO, Sports +, Movies +, Adult + and more. These premium packages will be represented on your bill under the Subscription Charges section.

Set Top Box (STB) Charges

Cost for standard installations are FREE. However, additional STBs after the third STB will incur an installation charge as this is considered a nonstandard install.

First STB = FREE

Second STB = FREE

Third STB = FREE

Fourth STB = \$300

\$300 for each STB installation thereafter

STB installation charges will be reflected in the **"Other Charges and Credits"** section of your bill.

OTHER CHARGES AND CREDITS

Description	Charge
Installation Fee - Additional STB	\$300.00
Total inc VAT	\$300.00

The subscription fee for your first STB is FREE and will not be shown on your bill. For each additional STB, you will be charged a minimal rental fee of \$29 monthly.

First STB = FREE

Second STB = \$29

Third STB = \$29

\$29 for each additional STB thereafter.





Network Personal Video Recorder (NPVR)/ Cloud Storage Charges

Record up to 200 hours of your favourite movies or TV shows and watch them whenever you want.

NPVR is FREE for the first three (3) months of service following which the rental fee is \$29 per month thereafter.

SUBSCRIPTION CHARGES

Description	Service Period	Total
Play BOLDI25Mbps	01 Feb to 28 Feb	\$429.00
Movies +	01 Feb to 28 Feb	\$129.00
NPVR	01 Feb to 28 Feb	\$29.00
Additional Set Top Box 1	01 Feb to 28 Feb	\$29.00
Additional Set Top Box 2	01 Feb to 28 Feb	\$29.00
Additional Set Top Box 3	01 Feb to 28 Feb	\$29.00
Total inc VAT		\$674.00

	Package Charges
	NPVR Charges
	Play Plus Premium Charges
	Additional Set Top Box Charges

Voice Charges

All fixed Digicel Play to Digicel Play calls are FREE and would be shown as a discount on your bill. Customers may sign up for any of the three home phone plans below. All additional call minutes used outside the bundled minutes will be billed separately.

Home Phone Plan	On Net Minutes*	Bundled Minutes**	Price per month VAT Incl.
Play Home & Away 500	Unlimited	500	\$99.00
Play Home & Away 1000	Unlimited	1,000	\$149.00
Play Home & Away 1500	Unlimited	1,500	\$199.00

These rates will apply for out of bundle minutes

Destination	Price (VAT Incl.) /minute
Other Landline	\$0.15
Digicel Mobile	\$0.75
Bmobile/Other Mobile	\$0.75
Directory Enquiry Calls (6411)	\$0.98
International (USA, Canada, UK landline, Digicel Caribbean, Venezuela & India)	\$1.00
International (Rest of World) starting at	\$2.30

SUMMARY OF CALLS FOR 1868XXXXXX:

Description	Number of Minutes	Charge	Discount	Total
VOIP CALLS	17:55:25	\$343.35	-\$331.19	\$12.16
Total inc VAT	17:55:25	\$343.35	-\$331.19	\$12.16
Additional Minutes Used (Outside of Package)	01:15:25	\$12.16	\$0.00	\$12.16

*On Net: Other Digicel Play Fixed Voice Customers. Fair Usage Policy applies.

**Bundles include other fixed lines, local mobile, international (US, Canada, UK fixed line), Digicel Caribbean Mobile.

Video on Demand (VoD) Charges

Customers can select from our extensive catalogue of VoD blockbuster movies and TV shows. Once purchased, these charges will appear under **"IPTV Usage Charges"** on your bill.

See example below.

IPTV USAGE CHARGES

Date	Time	Description	Charge	Discount	Total
15/12/2016	9:01 AM	Horseland: First Love	\$0.00	\$0.00	\$0.00
15/12/2016	9:02 AM	Sonic Underground: Bug	\$0.00	\$0.00	\$0.00
29/12/2016	1:13 PM	Jackass: The Movie (HD)	\$29.00	\$0.00	\$29.00
29/12/2016	1:18 PM	Countdown (HD)	\$39.00	\$0.00	\$39.00
29/12/2016	1:36 PM	Video on Demand	\$49.00	\$0.00	\$49.00

- Free VOD example
- Regular VOD example
- Adult VOD example

Truck Roll Fee - Set Top Box (STB)

Any requests for additional STBs post initial installation, will incur a truck roll fee of \$300. In addition, there is an installation fee of \$300 for each additional STB requested after the third STB. This can be seen in **"Other Charges and Credits"**.

OTHER CHARGES AND CREDITS

Description	Charge
Installation Fee - Additional STB	\$300.00
Truck Roll Fee	\$300.00
Total inc VAT	\$600.00

Other Charges

It is strongly recommended that you have a power strip available for the installation of the equipment required for our Digicel Play services. If you are unable to obtain a power strip before the installation team arrives, we can provide you with one at a cost of \$69. This cost will appear on your first bill under **"Other Charges and Credits"**.

Adjustments

All adjustments applied to your account will be reflected as a negative figure or credit on your bill under **"Statement of Account Charges for Service At"**.

See example below.

STATEMENT OF ACCOUNT CHARGES FOR SERVICE AT:

11C Maraval Road, St. Clair, Trinidad

Opening Balance	\$1,138.39
Adjustments	-\$424.41
Total Subscription Charges	\$317.34
Total Discount	-\$328.96
V.A.T. 12.5%	-\$1.46
Total Current Charges	-\$13.08
Total Amount Due on XXXXXXXXXXXX by 27/01/2017	TTD\$700.90



Late Fees

A late fee of \$20 is applied to a customer's bill once payment has not been received thirty (30) days after the customer's invoice date.

OTHER CHARGES AND CREDITS

Description	Charge
Late Fee	\$20.00
Total inc VAT	\$20.00

BILL PAYMENT OPTIONS

You can pay your bill using any of the methods below:

BILL PAYMENT OPTIONS	WHAT DO I DO?	TIME IT TAKES TO CREDIT ACCOUNT
ONLINE	Visit www.digicelgroup.com/tt/en/play/my-bill.html	1 Hr
SMART PHONES	Via the 'My Digicel' App. Download the free app from the Google Play Store for Android smart phones	1 Hr
DIGICEL DEALER STORES	Visit any Digicel store nationwide. You can use cash, credit card or LINX card to make your payment	1 Hr
THIRD PARTY VENDORS	<ul style="list-style-type: none"> • Bill Express/Western Union kiosks nationwide • Sure Pay at Massy Stores • VIA (Lotto/Play Whe booth) nationwide 	1 Working Day
MOBILE PHONES	Dial *190# to pay your Digicel Play bill with Yooz. Visit www.yooz.tt for more information on how to register	1 Working Day
BANKS	<ul style="list-style-type: none"> • RBC Royal Bank nationwide • Republic Bank nationwide • First Citizens Bank nationwide • Scotia Bank nationwide 	3 Working Days

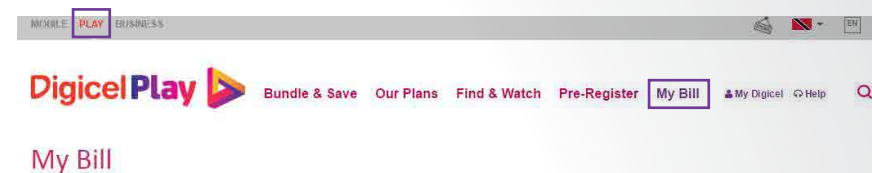
Kindly note, if you are making a payment through any of the above options other than online, the My Digicel App or a Digicel store, you will need your account number to make the payment.

HOW TO CREATE YOUR DIGICEL ID

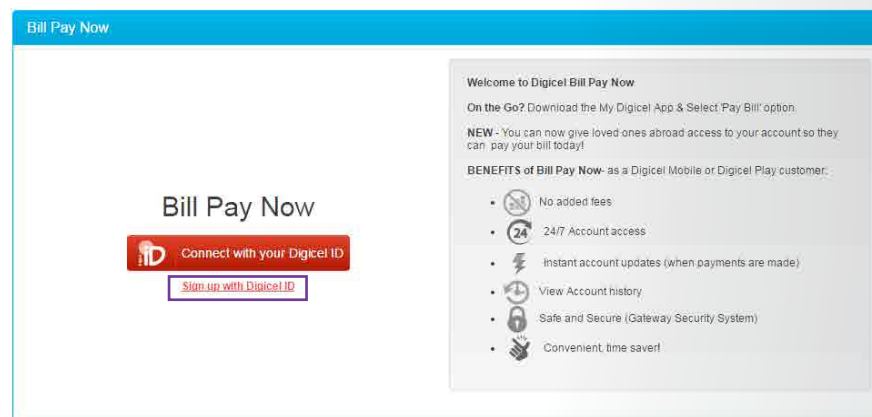
To pay your bill online or via the My Digicel App, you must first create a Digicel ID by following the steps below.

Step 1: Visit our website at <https://www.digicelgroup.com/tt>

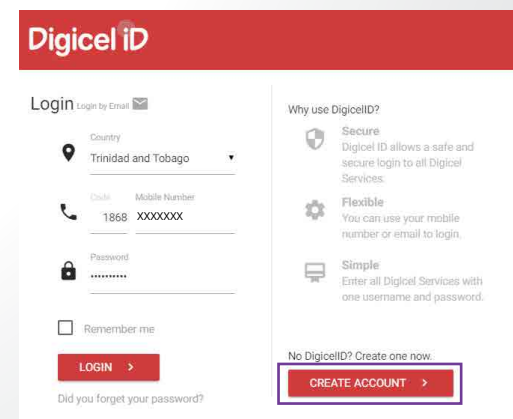
Step 2: The page below will appear. Go to the PLAY tab, then "My Bill" option.



Step 3: Select the option "Sign up with Digicel ID"



Step 4: The page opposite will appear, select the "Create Account" option.



Step 5: You will be required to complete the below form, by entering your credentials and click **"Create Account."**

Once you have successfully created your Digicel ID, you now need to add your Play Account.

Step 6: Return to the Log-in Screen and select "Connect with your Digicel ID" and input your Digicel ID credentials that were created.

Step 7: The following message will be displayed. Click **"Add Play Account"**.

Step 8: Enter the Digicel Play Account Number you would like to add and then select **"Add Play Account"**.

Step 9: Select the appropriate option, then click **"Verify"**.

Step 10: Your verification code will be sent via the method chosen in Step 9.

Insert code sent and then click **"Verify"**.

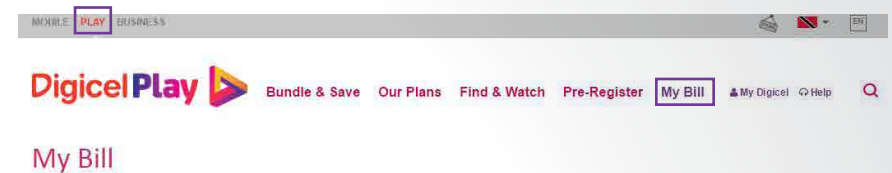
Step 11: The page below will appear, advising you that your Play account was successfully created.

Now that you have successfully added your Play Account, you can proceed to pay the bill.

HOW TO PAY YOUR BILL ONLINE

Step 1: Visit our website at <https://www.digicelgroup.com/tt>.

Step 2: The page below will appear. Go to the **"PLAY"** tab, then **"My Bill"** option.



Step 3: The page below will appear for you to enter your Digicel ID.

Step 4: The page below will appear, select **“Play Accounts”**.

Bill Pay Now John Doe Logout

Mobile Accounts **Play Accounts**

Pay your Play account bill

Account Information

Last Invoice Amount **TT\$ 329.68** **Pay Now**

Select Account:
xxxxxxxxxxxx

Account Number: xxxxxxxxxxxx

Payer Name: John Doe

More Options

Amount Outstanding: **TT\$ 329.68**

Payment Amount:

☒ Pay your invoice (TT\$ 329.68) ☐ Pay other amount

Please fill the amount you want to pay.
The minimum payment amount is TT\$ 1.00.
The maximum payment amount is TT\$ 200,000.00

Pay Now

Transaction History

Date	Transaction ID	Amount	Outstanding Balance
26-02-2017 23:46:38	xx-xxxxxxxxxxxx-xxxxxxxx	TT\$ 304.59	TT\$ 304.59

Step 5: The page below will appear, enter your credit card information and select **“Submit Payment”**

Digicel Payment Gateway **Digicel**

Amount to be Paid **TT\$ 329.68**

Credit Card Information

Name on Card

Card Number

Card Expiry Date

Card Verification Code (CSC) [What's this?](#)

All information is sent to the payment card processor via a Secure and encrypted channel (128-bit SSL). Card information is not stored on the Digicel Site.

☐ I confirm that I wish to pay **TT\$ 329.68** to Digicel in payment towards my bill - I have read Digicel's [Terms and Conditions](#).

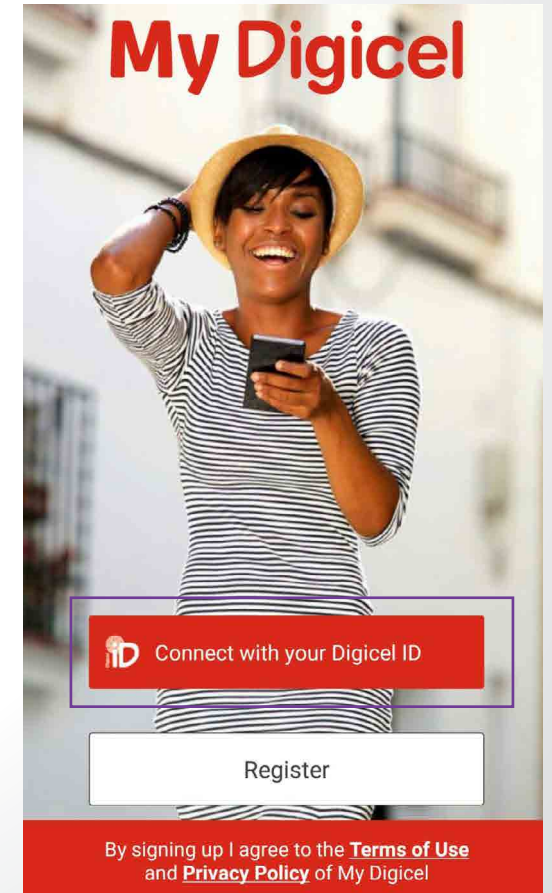
Submit Payment

HOW TO PAY YOUR BILL ON YOUR DIGICEL SMARTPHONE

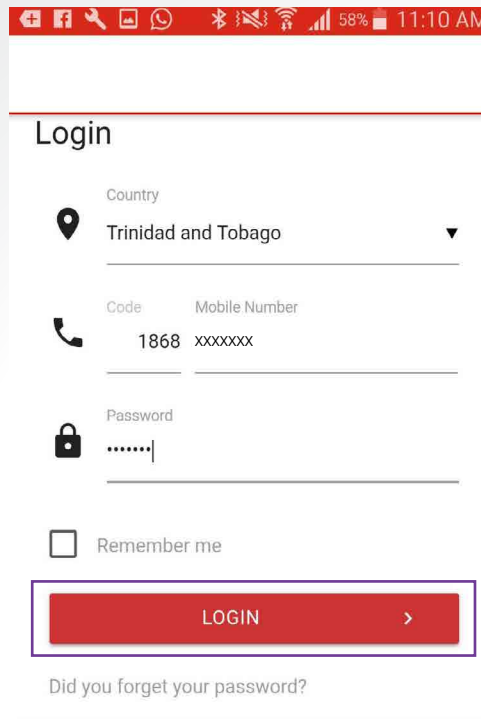
Step 1: Select the **“My Digicel”** App from your smartphone.



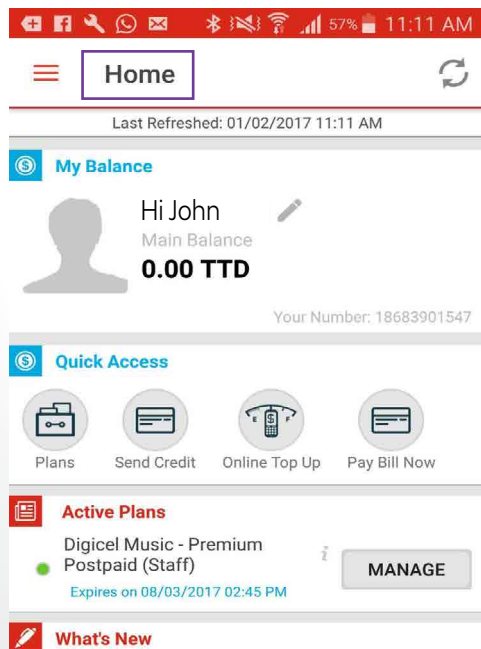
Step 2: The page below will appear. Select **“Connect with your Digicel ID”** option.



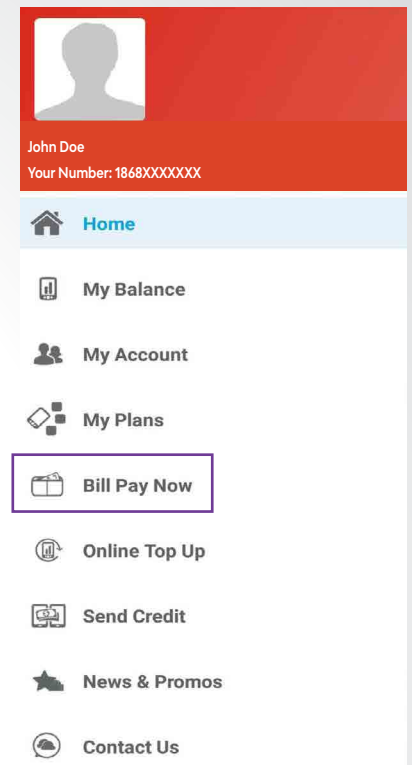
Step 3: Enter your email or the phone number that you initially registered the account with and select **"Login"**.



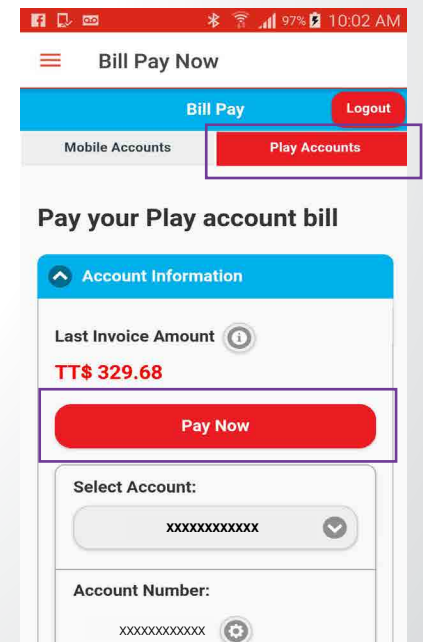
Step 4: The opposite page will appear, select **"Home"**.



Step 5: Go to the **"Bill Pay Now"** option.



Step 6: The page opposite will appear. Select **"Play Accounts"** then the **"Pay Now"** option.



Step 7: The page opposite will appear. Enter your credit card information and select “**Submit Payment**”.

The screenshot shows a mobile app interface titled "Bill Pay Now" with a red header. Below the header is a red bar with the text "Digicel Payment Gateway". The form contains the following fields:

- Name on Card:** A text input field with the placeholder "Ex.: John Smith".
- Card Number:** A text input field with the placeholder "Ex.: 1234567890123456".
- Card Expiry Date:** Two dropdown menus, one for the month (showing "01") and one for the year (showing "2017").
- Card Verification Code (CSC):** A text input field with the placeholder "Ex.: 1234" and an information icon.
- Confirmation:** A checkbox followed by the text: "I confirm that I wish to pay TT\$ 329.68 to Digicel in payment towards my bill - I have read Digicel's [Terms and Conditions](#)."
- Submit Payment:** A large red button at the bottom of the form.

OVERDUE BILL PAYMENTS AND DISCONNECTION OF SERVICE

If you don't pay your bill on time, it will result in disconnection of service. Below, are the following informational reminders that we will send via text message to assist you:

1. Every time a new invoice is available – This will give you a total balance outstanding (including charges for the current period together with any outstanding balance from the previous period) as well as the due date for payment
2. Two days before your payment is due
3. On the payment due date
4. Upon the application of late fees (you are now overdue)
5. Five days before pending service disconnection
6. Two days before pending service disconnection
7. On the day of service disconnection

If your account is disconnected, you will be required to clear your outstanding balance in its entirety before service can be restored.

Bad debt will be referred to DEBT COLLECTORS.

FREQUENTLY ASKED QUESTIONS

Q: When is my payment due?

A: Your payment is due by the Due Date shown at the top of your bill.

Q: I've already paid so why does my bill show an amount owed from my last bill?

A: Depending on when and where your payment is made, it may be applied to your account after your bill has been generated. The date at the top of your bill indicates when the bill was generated so if your payment was made right before or after that date, your payment will be reflected on your next bill.

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

A: If full payment is not received by Digicel Play on or before the Due Date, your service will be up for disconnection. Digicel Play reserves the right to apply late fees if payment is not made before the due date.

Q: Why is my first bill higher than expected?

A: Your first bill will include your subscription charges for a month in advance plus the period from when your services were activated to your first bill date. You may also have one-time charges for additional equipment or on demand purchases. If you have a Digicel Play TV plan, please visit channel 902 to watch a video on understanding your Digicel Play bill.

Q: Why is my current bill higher than normal?

A: Your Digicel Play subscription is billed in advance and you are billed for any additional services in arrears. Your bill may be higher because you may have purchased extra services like on demand movies, changed your plan or exceeded your allowance of bundled minutes for home phone.

Q: What additional charges can appear on my bill?

A: **a.** Part payments: If you have added or changed your subscription services, package or TV channels in the middle of the previous billing period, there will be prorated charges to the bill for the number of days that you have been using the additional services or channels.

b. Call Charges: If you have a telephone package as one of your Digicel Play services and you have exceeded the number of minutes that are included in your bundle, the charges for these additional calls would appear on your next bill.

c. Video on Demand (VoD): If you have ordered VoD titles during the billing period, these charges would appear on your next bill.

d. Additional Equipment or Services: If you have requested additional equipment like STBs or made changes to your plan, the charges for these will appear on your next bill.

Q: I am moving, how long will it take for my services to be relocated and is there a charge?

A: Provided that your new location is serviceable, it takes approximately three (3) weeks to relocate your services and the Truck Roll fee of \$300 will apply.

Q: What happens if I want to disconnect my service before the 12 month contract period ends?

A: To disconnect your service, you will be required to pay off all balances on your account and return all equipment to Digicel's Experience store in the ANSA Centre on Maraval Road. You will also be required to pay a disconnection fee of TT\$100 for each remaining month on your contract.

Q: If I have a bill query, what should I do?

A: You can call us at 866-PLAY or email digicelplaytt@digicelgroup.com



CONTACT US

Phone: Call us toll-free at 866-PLAY
or 500 from your Digicel mobile

Email: digicelplaytt@digicelgroup.com

Printed: March 2017

All information stated in the brochure is correct at the time of printing and subject to change without notice.