

# Understanding Your Bill

## Subscriber Number

Your unique account number that is used as your initial password for Online Bill View.

## Customer Address Note

This is the address where your bills will be sent each month.

## Customer Account Details

This section details your customer information and the billing period for the charges below. The dates for which charges apply are shown each month.

## Account Summary

This represents an overview of your entire monthly charges. It includes your balance brought forward and any payments you have made during the period. A detailed explanation of each charge can be found on subsequent pages.

## Payment Methods

This section details your payment options.

## Payment Slip

You can find your total amount due and the payment due date in this section. Use this stub when paying your bill at any of the outlets mentioned below.

**Digicel**  
T&T's Bigger, Better Network.

Digicel (Trinidad & Tobago) Limited  
ANSA Centre, 110 Maraval Road,  
Port of Spain, Trinidad  
Tel: 1 868 399-9999 or 100 (from your mobile)  
Fax: 1 868 399-9915  
Website: www.digicel.com  
VAT Registration: 12345

Mr. John Smith  
36 Main Street  
Port of Spain  
Trinidad

Subscriber No: 231000000000  
Deposit Held: \$ 500.00  
Primary Number: 1 868-xxxx-xxxx  
Invoice Date: 03 / 12 / 2006  
Service Period: 03 / 11 / 2006 - 02 / 12 / 2006  
Payment Due: 30 / 12 / 06  
Invoice #: xxxxxxxxxx  
Credit Limit: \$350.00

Previous invoice balance	225.29
Payment received	225.29
Balance brought forward	0
Recurring & One-Time charges	150.00
Call charges and credits	95.60
Other charges and credits (OCC)	0.00
<b>Subtotal</b>	<b>\$245.60</b>
Vat	36.84
<b>Current amount due</b>	<b>282.44</b>
<b>Total amount due</b>	<b>TT\$ 282.44</b>

**Tax Invoice**

Payment Methods:

- Digicel Flagship Stores
- Digicel Front Offices:
  - Ansa Centre, POS
  - San Fernando
  - Tobago
- First Citizens Bank
- Republic Bank
- Scotiabank
- RBC Royal Bank
- Bill Express (Western Union)
- Sure Pay (Hi-Lo)
- VIA

Account Credited in 1 hour      Account Credited in 24 hours

Or visit [www.digicel.com](http://www.digicel.com) to sign up for the following Automated Payment Options:

- Direct Debit (from your account)
- Credit Card Automatic Payment
- Telephone Payments via Credit Card

See reverse for payment options  
Please include this stub with all payments.

**Digicel**  
T&T's Bigger, Better Network.

Mr. John Smith  
36 Main Street  
Port of Spain  
Trinidad

Subscriber No: 148370031829  
Deposit Held: \$ 500.00  
Primary Number: 1 868-xxxx-xxxx  
Invoice Date: 03 / 12 / 2006  
Service Period: 03 / 11 / 2006 - 02 / 12 / 2006  
Payment Due: 30 / 12 / 06  
Amount Due: \$350.00  
Invoice #: xxxxxxxxxx

Your service may be suspended if any balances brought forward remain unpaid and overdue.  
The current amount due on this invoice (or any past thereof) will become overdue if not paid by 30 / 12 / 2006

## 24 Hour Customer Care

If you have any queries, please call the Digicel Customer Centre at 399-9999 or 100 from your Digicel Phone. Our Customer Care Agents are ready to assist you 24 hours a day, 7 days a week, 365 days a year, with any of the following queries:

- |                         |                     |
|-------------------------|---------------------|
| ▪ Application Enquiries | ▪ Billing Enquiries |
| ▪ Account Enquiries     | ▪ Technical Support |
| ▪ General Information   | ▪ Payment Enquiries |

## Payment Due Dates

The Consumer bill cycle runs from the 16th - 15th of every month and bills are due on the 3rd of every month. The Corporate bill cycle runs from the 1st - 31st of every month and become due on the 27th of every month.

- Failure to make payment on the above dates may result in barring/limiting your calling abilities.
- No personal cheques will be accepted. Corporate/Business Cheques only for Business accounts.
- Make cheque payable to Digicel (Trinidad & Tobago) Limited.
- Write your company name and account number on the back of the cheque.
- Returned cheques will be subject to a \$50.00 fee.
- Direct Debit (from your bank account) - Bank account number retained on file; invoice balances are then deducted at the end of every month for payments.
- Direct Credit Card - Credit Card number and expiry details retained on file: invoice balances are deducted at the end of every month for payments.
- Call-in Credit Card - Credit Card number and expiry details retained on file: customers then call in with instructions to deduct a specified amount from the card listed on our records.

**Send POST to 247 for more info on your postpaid account**