

ACCOUNT NUMBER (Pay to this Number): 112010012213
AMOUNT DUE: XCD\$136.00
DUE DATE: SEP 03 2024

PAYMENTS

Payment Date	Paid Amount
Payment 24/07/2024	-\$136.00
Total	-\$136.00

SUBSCRIPTION CHARGES

Description	Service Period	Total
Home Fibre 250 Disney+ Premium	08 Aug to 07 Sep	\$136.00
Total inc V.A.T. and H&S Levy		\$136.00

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 Dealers Store, Sure Pay locations or The Cell

OTHER LOCATIONS

- All Surepay Outlets
- BOSL (Bank of Saint Lucia)
- FCIB (First Caribbean International Bank)
- FNB (First National Bank)
- Republic Bank

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 bill is reflecting the prorated charges from the date of activation to the end of the billing cycle. You are therefore only charged from the time you began enjoying our Digicel Home Internet service and not for the full billing period.

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 and plan upgrades.

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:-

- Additional Equipment
- Promotional Charges
- Late Fees

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, your service will be interrupted. We encourage you to make your payments on time and in full to keep enjoying your service.

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. 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

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Visit our website at <https://www.digicelgroup.com/lc/en.html> for more details on Packages,Promotions and Online Help - FAQs.