

Thursday, December 26, 2024

Soumita Bhattacharjee Program Coordinator Asian College of Teachers #6, Soi Ramkhamhaeng 18, Huamark sub-district, Bangkapi district, Bangkok 10240 Thailand

Dear Ms. Bhattacharjee,

I Anatalia Alexander- In Baptiste, Drivers' License Identification # DL00920097878 confirm that Virgil Wendel In Baptiste, my husband, resides with me at the address stated on my utility bill attached.

Yours Truly,

Anatalia Alexander- In Baptiste

Digicel+



Ms. Anatalia Jn Baptiste- Alexander L' Anse Road san Souci Bldg:sdu::365467505 Castries Saint Lucia

ACCOUNT NUMBER (Pay to this Number):

112010019267

AMOUNT DUE:

XCD\$174.00

DUE DATE:

JAN 03 2025 LC000000162887

INVOICE NUMBER: INVOICE DATE:

DEC 08 2024

STATEMENT OF ACCOUNT CHARGES FOR SERVICE AT:

N/A, LANSE ROAD, CASTRIES, Castries, Saint Lucia.

| Previous Balance | \$174.00 |
|--|-------------|
| Less Total Payments | -\$174.00 |
| Balance Brought Forward | \$0.00 |
| Current Charges: | |
| Monthly Subscription Charges | \$164.55 |
| Total Discounts | -\$13.66 |
| H&S Levy. | \$3.77 |
| V.A.T. | \$19.33 |
| | |
| | |
| | |
| | |
| | |
| Total Current Charges | \$174.00 |
| Total Amount Due on 112010019267 by 03/01/2025 | XCD\$174.00 |



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.

Digicel+



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XCD\$174.00

DUE DATE:

JAN 03 2025

PAYMENTS

| Payment Date | Paid Amount |
|--------------------|-------------|
| Payment 30/11/2024 | -\$174.00 |
| Total | -\$174.00 |

SUBSCRIPTION CHARGES

| Description | Service Period | Charge | Discount | Total |
|-------------------------------|------------------|----------|----------|----------|
| WiFi Mesh 1 | 08 Dec to 07 Jan | \$15.75 | -\$15.75 | \$0.00 |
| Home Fibre 350 | 08 Dec to 07 Jan | \$174.00 | \$0.00 | \$174.00 |
| Total inc V.A.T. and H&S Levy | | \$189.75 | -\$15.75 | \$174.00 |

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 perio

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

Email: customercarestlucia@digicelgroup.com

(Remember to quote your Digicel home Account Number)

Phone: +1 758 728 3400 (from landline) and +1 758 716 7626 (outside St. Lucia)

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