

Understanding Your Bill

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.

Bill Messages

Information about special promotions and marketing messages will be found in this area.

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.

BKA Building, 10-16 Grenada Way, Kingston 5, Jamaica Tel: 1-888-DIGICEL (344-4235) or 100 (from your mobile) Fax: 876-968-6235 E-mail: customercare@digiceljamaica.com Website: www.digiceljamaica.com Tax Registration No. 021666908		Digicel™	
Mr. John Doe Main Street Kingston		Subscriber No: 1483700031829 Deposit Held: 100.00 Primary Number: 8761234567 Invoice Date: 03 / 12 / 2004 Service Period: 03 / 11 / 2004 - 02 / 12 / 2004 Payment Due: 30 / 12 / 04	
Previous invoice amount: 64,690.29 Payment received: <u>6,387.08</u> Balance brought forward: 58,303.21			
Recurring & One-Time charges: 1,000.00 Call charges and credits: 7,455.59 Other charges and credits (OCC): 0.00			
Current amount due: 10,146.71 Total amount due: JMD 68,449.92			
Marketing message			

See reverse for payment options. Please include this stub on all payments.		Digicel™	
Mr. John Doe Main Street Kingston		Invoice Date: 03 / 12 / 2004 Service Period: 03 / 11 / 2004 - 02 / 12 / 2004 Subscriber No: 1483700031829 Primary Number: 8761234567 Payment Due: 30 / 12 / 04 Total Due: 68,449.92	
All amounts not controlled are still due on due date. Suspension of service may occur if any balance brought forward is overdue and unpaid. The current portion of this invoice is now due and payable and will become overdue as of 30 / 12 / 2004			

24 Hour Toll-Free Customer Care

If you have any queries, please call the Digicel Customer Care Centre Toll Free at 1-888-DIGICEL or 100 from your mobile 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:

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|-------------------------|-----------------------|
| • Application Enquiries | • Billing Enquiries |
| • Account Enquiries | • Technical Enquiries |
| • General Information | • Payment Enquiries |

For handset inquiries please call 399-3663 or 101 from your Digicel mobile phone. Your Digicel dealer is also available to assist you with any queries you may have.

Payment Methods

For your convenience, your bill can be paid at any branch of:

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|--|-------------------------------|
| • Bill Express (at Western Union locations islandwide) | • Paymaster (Jamaica) Limited |
| • Jamaica National Building Society (JBNS) | • |

Tele-banking payments are also accepted through:

- | | |
|---|---|
| • Tele-Midas – National Commercial Bank (NCB) | • Tele-Scotia – Bank of Nova Scotia (BNS) |
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When making your payments, please allow 24 hours for your payment to be credited to your account.

By Cheque - When paying by cheque:

- Make cheque payable to Digicel
- Write your name and your Digicel telephone number or account number on the back of the cheque.
- If you are paying more than one account with a single cheque please indicate the amount to be credited to each account.