

**Digicel+**

# **MORE FOR YOUR HOME**

**Your Guide to Your Digicel+ Home Service**



# ACCOUNT INFORMATION

HERE ARE YOUR ACCOUNT DETAILS FOR EASE OF REFERENCE.

## Digicel+ Account Number

Payment should be made to this 12 digit number

## Account TV ID / User Name

Required to activate Multi-Screen

## TV Account Password

## TV PIN

Required for On Demand purchases and setting your Parental Control

## Wi-Fi Password

## Fibre Phone Number

Visit our website at

**[www.digicelbermuda.com](http://www.digicelbermuda.com)**

for details on all our promotions, products and services.

## HERE'S HOW YOU CAN REACH US:



Placeholder QR CODE



Visit our website.  
Select help, then live chat.



[info.bermuda@digicelgroup.com](mailto:info.bermuda@digicelgroup.com)



Come and visit us!  
See a list of our locations  
on our website.



Call us:  
**1441 500 5000**

# Thank You For Choosing Digicel+

This is your guide to using  
your new **Home Internet**  
service, giving you the  
essentials as well as handy  
tips on all our great features.

# MORE FOR YOUR HOME

We use the latest and most reliable fibre to the home technology so that you can keep all of the devices in your home better connected.

## WHAT DOES THAT MEAN FOR YOU?

### The Fastest Home Fibre Internet Connection

We carry more data faster so everyone in your home can upload, download, stream, surf, game and do more of what they love at the same time without slowing down.

### Better WiFi Coverage. Seamless Connections

Our new Smart WiFi solution is designed to work with our fibre network so you can worry less about drop-offs in your WiFi connection, low WiFi signal or managing multiple WiFi networks.

### Access to Popular Streaming Apps

Enjoy more of the best entertainment anytime, anywhere on any device with access to popular apps such as Disney+, SportsMax, HBO Max now included with select Home Fibre plans.

### More Choices for a Smarter Home

Digicel+ Smart Home solution will allow you to easily monitor and protect your home from anywhere with cameras, motion sensors, 24/7 monitoring and more.

### More TV Features, More Control

Our interactive guide is designed to give you the power to control your TV viewing experience. Move beyond regular cable and watch what you love on your schedule.



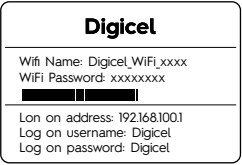
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# TIPS ON YOUR NEW HOME SERVICE

**Q: WHERE TO FIND YOUR WIFI NAME & PASSWORD**

**A:** Your WiFi details can be located on the sticker provided during installation; or on your Digicel+ modem.



**Q: HOW TO CHANGE YOUR WIFI PASSWORD**

**A:** Open your web browser and enter the Log On Address shown on the sticker

- Use the Log On Username and Password to Sign in
- Select the Wlan tab
- Enter your new WiFi Name in the SSID Field
- Enter your new Password in the WPA Shared field
- Click Apply

**Q: What is my TV PIN**

**A:** Your default PIN is set to 0000 unless otherwise changed. If you have forgotten your TV PIN, please call Customer Care so we can assist.

**Q: WHERE TO FIND YOUR DIGICEL+ ACCOUNT NUMBER**

**A:** Your Digicel+ Account Number can be found on the monthly invoice sent to your email or preferred billing address.

**Q: HOW TO MAKE PAYMENTS FOR YOUR DIGICEL+ SERVICE**

**A:** Payment can be made using the MyDigicel app, Online Bill Pay, by visiting a Digicel store or bank transfer. Please use your Digicel+ Account Number when making your payment to ensure it is applied to the correct account and to avoid any disruption of service.

**Q: WHY IS MY FIRST BILL HIGHER THAN EXPECTED?**

**A:** Your first bill amount will be slightly higher than expected. This is because the total amount due includes prorated charges from the date of installation to the last day of your monthly billed period, plus a full month's subscription as you are charged a month in advance.

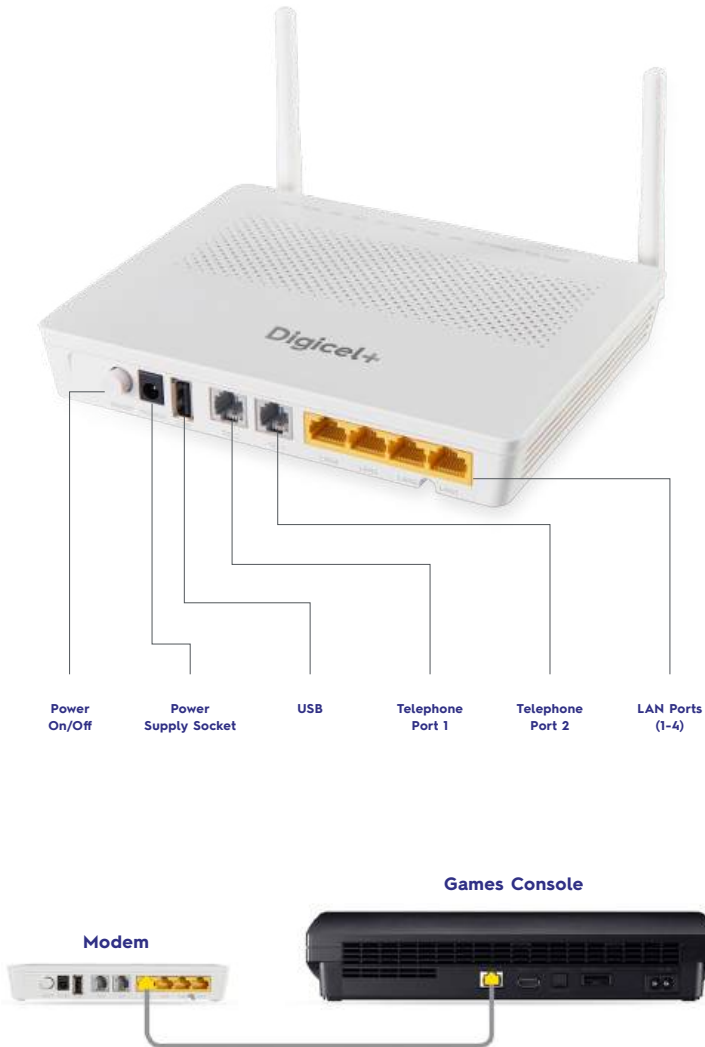
**Q. WHY IS MY BILL AMOUNT DIFFERENT FROM WHAT'S EXPECTED?**

**A.** Your bill amount may vary on a monthly basis due to additional charges incurred which may include, but are not limited to the following:

- Outstanding amounts from the previous month
- Video Recorder storage
- Any package changes (upgrades or downgrades)
- Expiration of promotional offers
- Out of bundle call charges
- On Demand purchases
- Additional equipment

Prorated charges will also appear on your bill if you have added/changed a service during your billed period.

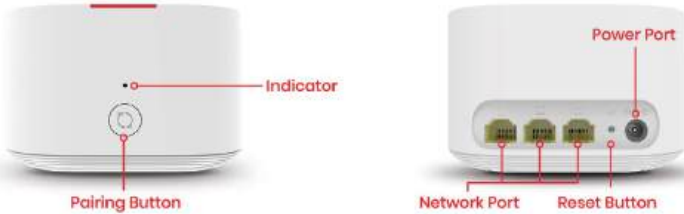
# CONNECTING TO YOUR MODEM



- 1 Using the extra LAN cable provided, plug one end of the cable into the LAN port found at the back of your fibre modem.
- 2 Plug the other end of the LAN cable into the port of the device you wish to connect.

# IMPROVE YOUR HOME WIFI

Our Smart WiFi solution is designed to work with our Home Fibre Network to improve the WiFi signal in every room in your home. Smart WiFi is included with select plans. Don't have a plan with Smart WiFi, simply give us a call to find out more.



| Indicator Light                          | Description                                                    |
|------------------------------------------|----------------------------------------------------------------|
| White: steady on                         | Internet access is available                                   |
| Red: steady on                           | Internet access is unavailable or not connected to the Gateway |
| Red: blinking slowly (once per second)   | The Gateway has detected a device that can be paired           |
| Red: blinking quickly (twice per second) | The device is being paired with another device                 |

## HOW DO I SET UP MY SMART WIFI DEVICE?

We make it easy for you! One of our skilled technicians will set up your Smart WiFi Starter Kit by connecting it to the modem, then pair both devices. A WiFi Assessment will follow to find the best location for the device to ensure you receive maximum WiFi coverage.

## HOW DO I PAIR MY SMART WIFI DEVICES?

Our technicians pair the devices during installation. However, you may need to pair your devices should you need to reset one of your boosters. Pairing the devices is easy once you follow these simple steps:

1. Ensure your first Smart WiFi device (Gateway) is properly connected to the modem.
2. Plug the Smart WiFi Booster (Access Point) that needs to be paired within 10metres (32 feet) of the first Smart WiFi device.
3. Once the Indicator on the main Smart WiFi starts to slowly flash red, press the pairing button once. The indicator lights on both devices should now have a fast flashing red light.
4. The devices have been paired once the Indicator on both devices have a steady white light. You can then move the second Smart WiFi Booster to the area of your home where WiFi coverage is needed. Make sure the device is plugged in once placed in the area selected, and ensure the location is not too far from the first device.

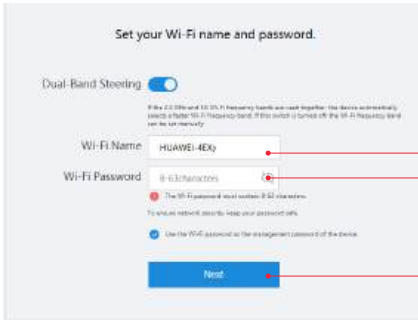
## HOW DO I RESET MY SMART WIFI DEVICE?

Simply hold the "Reset" button located on the rear side of the device for ten (10) seconds, then release. The Indicator light will disappear while the reset button is being held down and reappear as a steady red after the reset button is released. You may need to pair your Smart WiFi booster to the main booster after the reset.

## HOW DO I SET UP MY WIFI NAME AND PASSWORD?

Our technicians will assist you in setting up your WiFi name and password after connecting your Smart WiFi device to your modem.

1. Look for the SSID located on the bottom of the device and connect
2. If this is your first time connecting, you will not need to enter a password; instead, you will be redirected to a portal where you will be required to set your new WiFi name and password.
3. Once configuration is complete, you can then sign in using the WiFi name and password you have chosen.



You can also use your PC or MAC device to directly connect to the Smart WiFi device, then open your browser and go to 192.168.101.1.

Select your WiFi name

Select your WiFi password

Select Next

## HOW DO I CHANGE MY WIFI NAME AND PASSWORD?

You will first need to connect to the WiFi of the Smart WiFi, open a browser and go to 192.168.101.1. Follow the steps below:

1. Enter the password that was created during initial set-up, then press login
2. Select the My WiFi icon located at the top of the portal screen
3. Enter your new WiFi name and/or password in the designed fields
4. Press 'Apply' once complete

Once you have changed your WiFi name and/or password, you will also need to re-pair your Smart WiFi boosters to ensure they are all connected to the same network.

## WHAT HAPPENS IF ONE OF MY SMART WIFI DEVICES GOES DOWN?

If the Smart WiFi device connected to the modem goes down, verify that it is properly connected to the modem and plugged into the electrical outlet. If everything is connected, reset the device.

There is no need to pair devices if your WiFi name and password have not changed. If your WiFi name and password changes, you will need to pair each device one at a time.

If one of your other boosters go down, you will need to reset the device, then pair it to the main booster connected to the modem.

## CAN I PAIR A DIFFERENT EXTENDER TO MY SMART WIFI DEVICE?

Our Smart WiFi solution is designed to work with our fibre network to not only improve your in-home coverage, but help us quickly identify and resolve issues. While you will not be able to pair your personal extender to the Smart WiFi, you will be able to connect them directly using an ethernet cable.

# ACTIVATING YOUR DISNEY+ SUBSCRIPTION

Access to Disney+ is now included with select Home Fibre plans.

Activate your subscription today in the MyDigicel app to access more entertainment for the whole family. Watch whenever and wherever you want. The best of Disney, Pixar, Marvel, Star Wars and National Geographic in all in one place.

To Activate your Disney+ subscription, simply follow the steps below:



## Step 1

Open the MyDigicel app, switch to your Digicel+ Account, tap the Menu button and select Disney+.



## Step 2

The Activate Subscription button should be highlighted. Simply tap the button and you will be redirected to the Disney+ site.\*



## Step 3

Create your account with Disney+. Already have an account, simply enter your existing Disney+ log in details.



## Step 4

Download Disney+ & log in to start watching.



You will need to be in your Digicel+ Account profile within the MyDigicel app in order to confirm your subscription.

\*If your plan does not include Disney+, the Upgrade Now button will be highlighted. Simply give us a call to find out more.



# Digicel+ TV

Simply More Ways to Enjoy the Entertainment You Love.



## HOME

Discover what's on, coming soon, trending now or get recommendations on what to watch.

## MAIN MENU

Easily find the TV Guide, On Demand, Recording, Search, Support, Settings and My Account.

## TV GUIDE

See what's on now or coming soon. You can also find what you want by filtering the guide by genre or favourite channels.

## ON DEMAND

Watch popular TV series and movies for free or rent new releases.

## WATCHLIST

Add live TV or On Demand content to watch at a later time.

## RECORDINGS

See a list of your current and scheduled recordings.

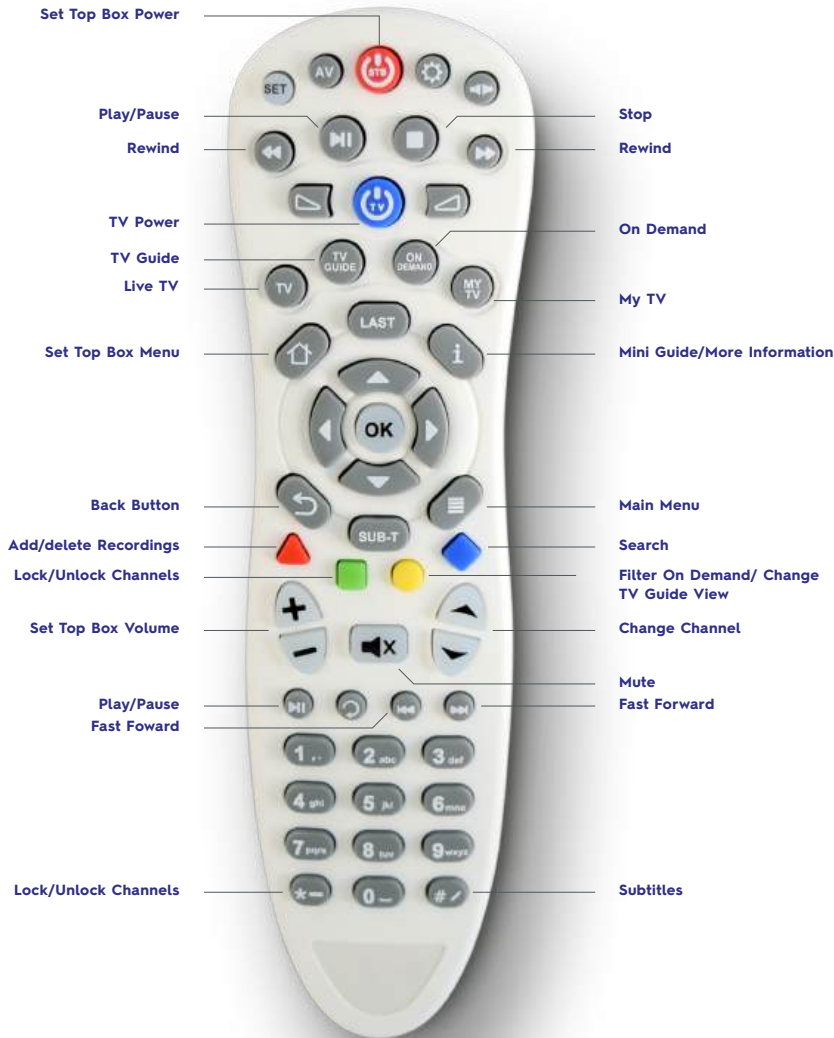
## SUPPORT

Learn more about your Digicel+ TV service with our in-depth tutorial videos and FAQs.

## SEARCH

Search Live TV or On Demand by actor, director or programme title.

# REMOTE CONTROL



## HOW TO PAIR THE REMOTE TO YOUR TV

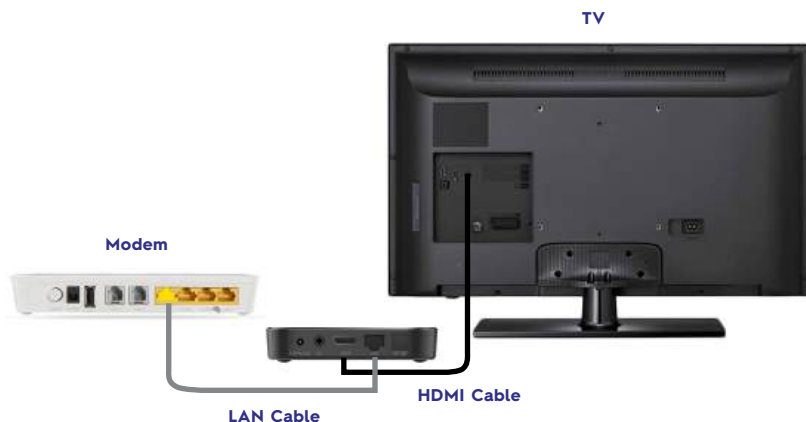
### Step 1.

With the TV on press the SET Button until the PINK LED remains solid.

### Step 2.

Point the remote at the TV and hold down the Blue TV power button until the TV turns off.

# CONNECTING TO YOUR SET TOP BOX (STB)



- 1 Ensure the fibre modem, set top box (STB) and TV are plugged into an electrical outlet.
- 2 Connect the equipment using the HDMI and LAN cables as shown in the diagram above.
- 3 Turn on your TV and STB. You should see the image below.
- 4 Enter your Account Number, Password and select your country to Sign In.

## LOGIN TO YOUR STB

We'll connect your set top box (STB) to your TV during installation. Just in case, you can find your Account ID and password on the inside cover of this guide. If you cannot locate it, please contact Customer Care.



# YOUR NEW TV FEATURES

## CHANGE THE CHANNEL

Press the **CH -** or **CH +** buttons on your remote control. If you already know the channel number, enter the numbers using the remote to go directly to that channel.

## ACCESS THE MAIN MENU

Press the Main Menu button  on your Digicel+ remote. From there you can find TV Guide, On Demand, Settings, Recordings and more.

## GO TO LIVE TV

Press the TV button on your Digicel+ remote to go to live TV programming from any screen.

## CONTROL THE VOLUME

Press the **VOL +** or **VOL -** button on the remote. If this does not work, try using the original remote control that came with your TV or press the volume button on your television.

## SET YOUR CHANNEL FAVOURITES

To add or delete channels from your favourites, highlight the channel on the TV guide then press the \* button on your remote.

## SEARCH FOR A PROGRAMME

Go to the Top Left Menu, use the right arrow button to highlight the **Search** icon  and then press **OK**. You can then choose to search by **TV Guide** or **On Demand**.

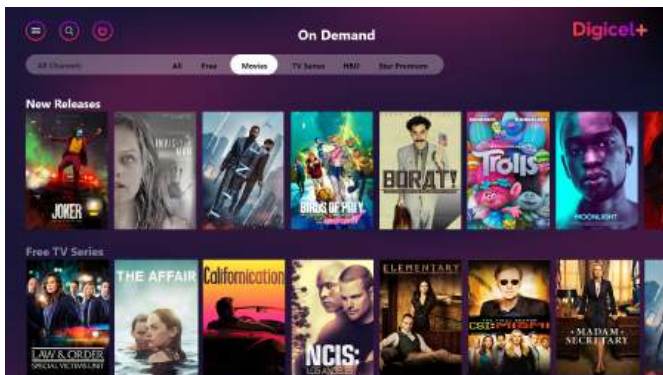
## GET PROGRAMME INFO

Press the "i" button on your remote while watching live TV or once the programme is highlighted on the **TV Guide**.

## HOW TO CHANGE THE TV GUIDE VIEW

Press **TV Guide** on your remote while watching live TV, then press the **Yellow** button to switch between mini, half and full screen views.

# Digicel+ ON DEMAND



## 1. WHAT IS DIGICEL+ ON DEMAND?

This is a video on demand feature available to all Digicel+ TV customers, at no extra cost. With Digicel+ On Demand, you can browse and watch over a thousand hours of popular movies and series, anytime from the comfort of your home.

## 2. HOW DO I ACCESS DIGICEL+ ON DEMAND?

Simply press the On Demand button on your Digicel+ TV remote to quickly go to the Digicel+ On Demand menu. You can also navigate to On Demand via the Main Menu on your TV Guide.

## 3. HOW DO I WATCH FREE MOVIES & SERIES WITH DIGICEL+ ON DEMAND?

Visit the Digicel+ On Demand menu to browse available titles.

Free content will not have a cost associated with it and you will be able to watch once you select "OK" or "Watch".

Titles for Rent will have a fee highlighted and you will need to enter your TV PIN to confirm this request.

## 4. HOW DO I RENT MOVIES ON DEMAND?

Visit the Available for Rent carousel within the Digicel+ On Demand menu. Once you have found the title you want to watch, press ok to view more details about your selection including the rental fee.

To confirm your rental, you will need to enter your TV pin before you can start watching. Any charges will be added to your monthly Digicel+ Bill.

## 5. HOW DO I WATCH HBO ON DEMAND?

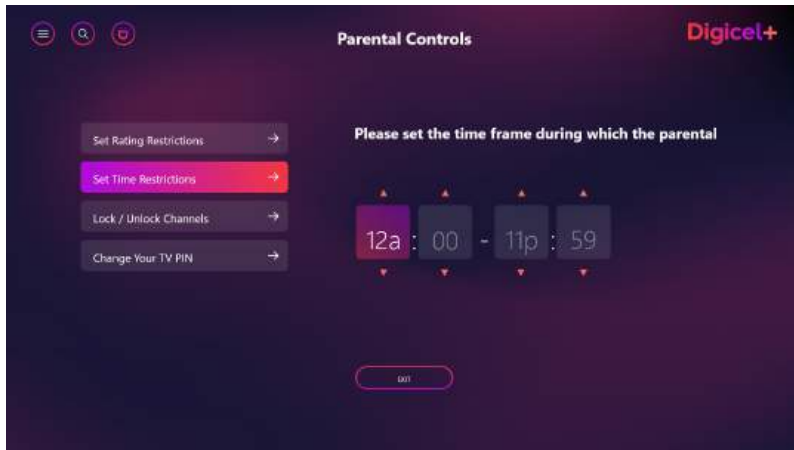
If you subscribe to HBO with Digicel+, you can enjoy access to all the HBO content available on Demand.

Simply visit the Digicel+ On Demand menu, navigate to the HBO OD library to browse and watch titles currently available.

Don't have HBO with Us? Simply call Customer Care to add the HBO pack to your Digicel+ TV plan.

## PARENTAL CONTROL

With parental control, you can restrict the content being viewed in your home based on the programme rating, time or channel. Your **TV PIN** will be required to make changes to these settings or view content previously locked.



## CHANGE PARENTAL CONTROL SETTINGS

- 1 Select **Settings**.
- 2 Select **Parental Control**.
- 3 Enter your **TV PIN**.
- 4 Adjust parental control level to desired setting.

**NOTE:** Your default TV PIN is 000 unless previously changed.

## LOCK/UNLOCK A CHANNEL

- 1 Press **TV Guide** on your Digicel+ remote.
- 2 Highlight the channel you would like to lock/unlock on the TV Guide.
- 3 Press the **Green** button on your remote.
- 4 Enter your **TV PIN** to Lock/Unlock the channel.

## CHANGE YOUR TV PIN

Your **TV PIN** is needed to manage your parental control settings and make On Demand purchases. The default PIN is 0000 unless you have previously made a change.

- 1 Go to the **Main Menu**
- 2 Select **Settings**
- 3 Select **Parental Control**.
- 4 Enter your **TV PIN**.
- 5 Select **change TV PIN**.
- 6 Enter your new **TV PIN**.
- 7 Re-enter your new **TV PIN**.

**NOTE:** If you have forgotten your PIN, dial 145 from your Digicel mobile, 1-888-935-5050 from any landline or go to [www.digicelplayjamaica.com](http://www.digicelplayjamaica.com), select the Help tab, then Live Chat.

# VIDEO RECORDER

Record and save all your favourite shows with the push of a button to watch when you want! You will need to have purchased storage space in order to use the recording feature. Please contact us for more details.

# VIEW YOUR RECORDINGS

Go to **Main Menu** then choose **Recordings**. You can view a list of recorded shows, your upcoming recordings and manage your storage space.



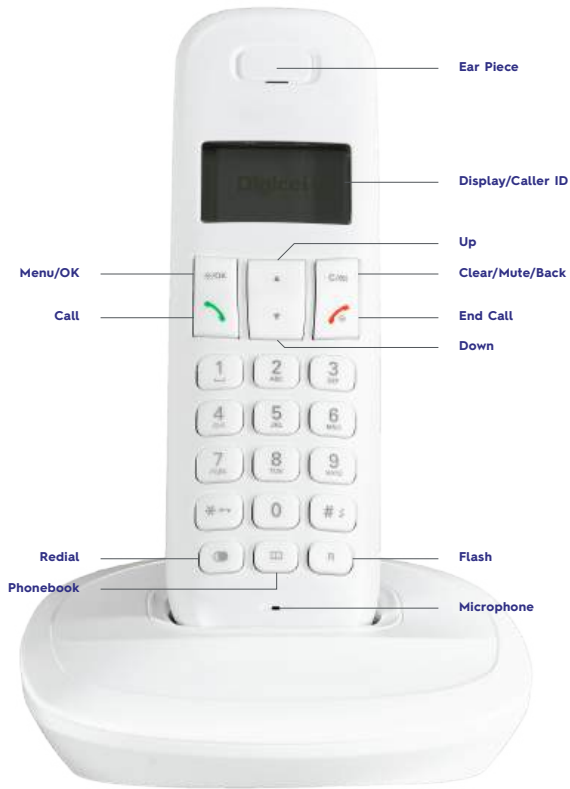
# RECORD A SHOW

Find the show you want to record in the TV guide, then press the **Red** button on your remote. If the programme you have selected is a series, you have the option of recording the highlighted episode or all episodes in the series.

# MANAGE VIDEO RECORDER STORAGE

From the **Main Menu**, go to **Recordings**. Your available storage space is located at the top right of the screen.

# FIBRE PHONE



## 3-WAY CALLING

Now you and your friends can speak to each other at the same time from three different phone numbers.

- 1 Dial the first phone number using your cordless handset.
- 2 Once answered, press the handset. **(R)**
- 3 Once you hear the dial tone, dial the second phone number.
- 4 Once answered, press the handset again. **(R)**
- 5 Press 3 on your handset to connect both calls.

## CALLER ID

Identify your callers before answering and save ten of the last incoming phone numbers.

Press **▲** on your handset, then use the **▲▼** buttons to scroll through the numbers stored or dial a number directly from your caller ID list. Once you have found the number in the list, press **☎** to call.

**HOW CAN  
WE HELP?**



# FTTH VOIP FEATURES

## CALL WAITING

For call waiting press the flash and number 2 button to get the second call when hear beep while on phone and flash then number 1 button to switch back to first call.

## CALL FORWARDING

Set up call forwarding by dialing \*72. Wait for the prompt and then dial the phone number that will receive calls, followed by #. Toggle call forwarding on and off by dialing \*74 and following the directions in the phone prompts.

## CALL FORWARDING - BUSY LINE

to use Call Forwarding Busy Line: Press \*68 Dial the number to which calls are to be forwarded (the "forward-to" number). Wait for the number to ring and for someone to answer your call (see note). After someone has answered your call, hang up.

**Note:** To activate this feature, you must be on the phone from which calls will be forwarded and you must call and connect to the "forward-to" number. If the line is busy or no one answers, repeat activation steps 1 and 2 within two minutes of your first attempt to save the forward-to number.

Listen for the confirmation tone, then hang up (activation occurs automatically on the second attempt even if the phone is not answered, as long as the second attempt is made no later than two minutes after the first attempt).To cancel Call Forwarding Busy Line: Press \*88 Listen for the confirmation tone.

## CALL FORWARDING - DO NOT ANSWER

Dial \*72. Type in the phone number that will receive your forwarded calls, including the area code. Press pound (#). Wait for a confirmation tone to beep before hanging up. Calls will automatically forward to your chosen phone number. Ready to take calls on your landline again.

## INCOMING CALL RETURN

Call \*69 and you will be connected to the last number which called you.

## OUTGOING CALL REPEAT

Service auto places your call again when the line you're trying to reach is free. When feature is active, will be prompted with message "The line you are calling is busy. Press 1 if you would like to be notified when the line becomes available." Press 1 and the call will end.

## CALL ID

Caller ID displays the number and possibly name of the person who is calling after the first ring.

# FTTH VOIP FEATURES

## SMART RING

Smart Ring service gives you a second phone number on your existing phone line.

Long distance charges apply to both numbers, based on plan on your home phone account. A distinctive ring will alert you to calls to your Smart Ring number.

It shares the same line as the primary line. If you also subscribe to Call Waiting, a distinctive beep lets you know that a second caller is phoning your Smart Ring number.

\*\*To use a fax machine with a distinctive ring, a compatible fax machine needs to be configured. Refer to your owner's manual for instructions.

## SELECTIVE CALL ACCEPTANCE

Selective Call Acceptance gives you the opportunity to designate up to 10 phone numbers that would be accepted, all others would be rejected. Allows you to screen incoming calls. Someone calls you that is not on your Selective Call Acceptance list, they will hear an announcement that the called party does not wish to receive the call. This is great not being interrupted by calls.

### To Activate:

1. Press \*64
2. Listen for instructions.

### To Deactivate:

1. Press \*64
2. Listen for instructions.

## SELECTIVE CALL REJECTION

Selective Call Rejection lets you choose up to 10 numbers you wish to have "rejected" or blocked without knowing the number. Caller from your Selective Call Rejection list calls, they will hear a recorded announcement the party does not wish to receive the call. This allows you to choose who you want to talk to. Whether it's a prank call or simply someone you are not anxious to speak with, Selective Call Rejection greets callers with a recorded message letting them know you're not accepting calls.

### To Activate:

1. Press \*60
2. Listen for instructions.

### To Deactivate:

1. Press \*60
2. Listen for instructions.

## SELECTIVE CALL FORWARDING

Selective Call Forwarding allows you to program 10 specified telephone numbers that will be forwarded to the location of their choice. Selective Call Forwarding allows you to forward only those important calls to another location. Regular incoming calls not on your Selective Call Forwarding list will be treated as any other call. This feature helps insure you never miss important phone calls.

### To Activate:

1. Press \*63
2. Listen for instructions.

### To Deactivate:

1. Press \*63
2. Listen for instructions.

# FTTH VOIP FEATURES

## SPEED CALLING

Keep frequent called numbers on hand at all times. Program a speed code, dial \*74 from your device. You will hear the recall dial tone (three quick beeps and then a regular dial tone). Dial the single-digit speed code of your choice, followed by the phone number you want to associate with it and a terminating digit (#). The system will play a confirmation announcement and you will be prompted to hang up.

## VOICEMAIL

Voicemail services are activated via 1234, once called you will be required to create a new password and confirm it. Then follow the prompts to setting up the voicemail

## 3 WAY CALLING

To access 3 way calling use the flash and number 3 key

# BROADBAND VS WI-FI

## WHAT'S THE DIFFERENCE BETWEEN BROADBAND AND WI-FI?

Wi-Fi is wireless connectivity that uses radio waves to provide an internet connection. Broadband is open connectivity in which a high-speed internet connection is always available.

## WHAT WILL GIVE ME A BETTER CONNECTION?

Broadband connections are far more secure and consistent than Wi-Fi connections.

## HOW CAN I USE MY BROADBAND RATHER THAN WI-FI?

Your broadband connection can be secured using an Ethernet cable that will run from your modem to the selected device. I.e. Smart TV's, Computers, etc.

## WHY DOES MY SERVICE DROP?

When using Wi-Fi this is a less stable connection than your broadband connection, depending on the structure and size of your home and the materials used to build, this can cause your Wi-Fi connection to lack in certain areas of the home. To assist with this we recommend our Smart Wi-Fi Mesh units.

## QUESTIONS AGENTS SHOULD ASK IN THESE SITUATIONS:

- Does the service drop on all your devices at the same time, or is the connection not stable on one specific device?
- Are you having issues with an iptv streaming device, or does it happen with Netflix and Youtube?
- Is the dropping specific to a certain area in the home?
- What modem do you currently have? Has your modem been upgraded to our new W5 modem (this modem will be small flat modem with 4 antennas attached)
- If customer has an old modem, the agent should suggest having modem



Figure 1. Wi-Fi Mesh device



Figure 2. Old Q2 Modem/ONT



Figure 3. New W5 Modem/ONT

# BROADBAND VS WI-FI

## WHY AM I NOT GETTING THE SPEEDS I AM PAYING FOR?

When using a wireless connection you will experience a small decrease in the speed you are signed up for due to various factors mentioned above (size of home, amount of devices connected, distance between device and modem/ONT)

*Agents should have the customer run a speed test if possible at the time of call (on wireless connect to 5G or hardwired. Hardwired will not always be accurate depending on device and amount of speeds.), sub should use device that is currently connected and should be provided with the below link to run speed test.*

## INTERFERENCE TO WIFI CAN BE CAUSED BY:

- Microwaves
- Other wireless networks
- Baby monitors

(all these are on the 2.4 GHz network)

## OTHER FACTORS AFFECTING WIFI ARE:

- Concrete walls ( the rule is 2 walls between access points )
- Metal between floors
- Also with mesh networks, the bandwidth is reduced by 50% with each mesh link.

## 2.4 GHz

The 2.4 GHz frequency of the Wi-Fi router offers the Wi-Fi user a wide coverage area and is better at penetrating solid objects with a usable speed of 50 -70 Mbps (subject to real world scenarios). On the other hand, it has a lower data range and is highly prone to

## 5 GHz

5 GHz is faster and provides a more reliable connection. It's the newer technology, and it's tempting to use 5 GHz all the time and write off 2.4 GHz Wi-Fi. But 5 GHz Wi-Fi's shorter radio waves mean it can cover less distance and isn't as good as penetrating through solid objects as 2.4 GHz Wi-Fi is.

- The 2.4 GHz band provides the most coverage but transmits data at slower speeds.
- The 5 GHz band provides less coverage but transmits data at faster speeds.
- The 6 GHz band, introduced with the new Wi-Fi 6E standard, provides the least coverage but transmits data at the fastest speeds of the three frequencies.

<http://digicelbermuda.speedtestcustom.com/>

<http://speedtest.net> - change the server to Hamilton - Digicel.

# BROADBAND VS WI-FI

Based on the current speed the customer is subscribed to, use the below to gauge whether subs results are accurate based off low level degradation.

- **100mbps** upload - 10 - 20 download - 60 - 100
- **150mbps** upload - 20 - 30 download - 120 - 150
- **200mbps** upload - 20 - 30 download - 170 - 200
- **250mbps** upload - 30 - 50 download - 200 - 250
- **400mbps** upload - 50 - 75 download - 300 - 400
- **600mbps** upload -70 - 100 download - 500 - 600
- **1000mbps** upload - 120 - 150 download - 900 - 1000

# UNDERSTANDING YOUR BILL

Here are a few key items and frequently asked questions to help you understand your bill:

Service  
Address

Registered Office: Digicel Bermuda 46 Cedar Avenue, Hamilton, Bermuda \* Tax Registration #00166908  
Tel: 1-441-500-5000 (from any number) or 611 (from your Digicel mobile) \* Web: [www.digicelbermuda.com](http://www.digicelbermuda.com)



Billing  
Information

Tom Brown  
1 HAMILTON WAY  
HAMILTON  
PEMBROKE, HM 07  
BERMUDA

Pay your bill  
online by visiting:  
<https://myaccount.digicel.bm>

**Digicel**

Your Digicel\*  
Account Number

ACCOUNT NUMBER (Pay to this number): 00001234567  
BILLABLE ID: 310000000222  
AMOUNT DUE: BMD\$192.00  
DUE DATE: Jan 31 2025  
INVOICE NUMBER: 009000123  
INVOICE DATE: Jan 01 2025

Amount due  
Payment due no  
later than this date

Monthly  
Charge

SUBSCRIPTION CHARGES

| Description   | Service Period   | Total           |
|---------------|------------------|-----------------|
| Fast 450 Mbps | 01 Jan to 31 Jan | \$192.00        |
| <b>Total</b>  |                  | <b>\$192.00</b> |

STATEMENT OF ACCOUNT CHARGES

|                         |           |
|-------------------------|-----------|
| Previous Balance        | \$192.00  |
| Less Total Payments     | -\$192.00 |
| Balance Brought Forward | \$0.00    |

Current Charges:

|                              |          |
|------------------------------|----------|
| Monthly Subscription Charges | \$192.00 |
| Total Usage Charges          | \$0.00   |
| Total Discounts              | \$0.00   |

**Total Amount Due by 01/31/2025** **BMD\$192.00**

Current  
Charges /  
Outstanding  
Amounts



Tom Brown  
1 HAMILTON WAY  
HAMILTON  
PEMBROKE, HM 07  
BERMUDA

**Digicel**

ACCOUNT NUMBER (Pay to this number): 00001234567  
BILLABLE ID: 310000000222  
AMOUNT DUE: BMD\$192.00  
DUE DATE: Jan 31 2025  
INVOICE NUMBER: 009000123  
INVOICE DATE: Jan 01 2025

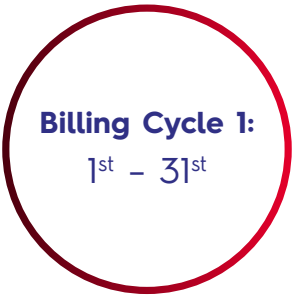


Tel: 1-441-500-5000 (from any number) or 611 (from your Digicel mobile)  
Web: [www.digicelbermuda.com](http://www.digicelbermuda.com)

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## BILLING CYCLE

Your billing cycle is the duration which you are charged for the provided service.



## SUBSCRIPTION CHARGES

These charges represent the cost of your current bundle package or any additional TV, Broadband or Voice Packages.

| DESCRIPTION           | SERVICE PERIOD   | TOTAL           |
|-----------------------|------------------|-----------------|
| Fiber 450 + Bigger TV | 01 May to 31 May | \$296.00        |
| HBO                   | 01 May to 31 May | \$20.00         |
| Premier Sports        | 01 May to 31 May | \$35.00         |
| <b>Total</b>          |                  | <b>\$351.00</b> |

## ON DEMAND CHARGES

Movies rented from our On Demand library will be listed here.

## ON DEMAND / PAY-PER-VIEW CHARGES

| DATE                                    | TIME     | DESCRIPTION    | CHARGE         | DISCOUNT      | TOTAL          |
|-----------------------------------------|----------|----------------|----------------|---------------|----------------|
| 19/04/2021                              | 7:21 AM  | MOVIE PURCHASE | \$10.00        | \$0.00        | \$10.00        |
| 19/04/2021                              | 8:21 AM  | MOVIE PURCHASE | \$10.00        | \$0.00        | \$10.00        |
| 19/04/2021                              | 9:21 AM  | MOVIE PURCHASE | \$10.00        | \$0.00        | \$10.00        |
| 19/04/2021                              | 9:21 AM  | MOVIE PURCHASE | \$10.00        | \$0.00        | \$10.00        |
| 19/04/2021                              | 10:21 AM | MOVIE PURCHASE | \$10.00        | \$0.00        | \$10.00        |
| <b>Total Current Charges excl. GCT.</b> |          |                | <b>\$50.00</b> | <b>\$0.00</b> | <b>\$50.00</b> |

## OTHER CHARGES AND CREDITS

These charges represent any additional equipment or services added to your account that are not included in your monthly subscription fee.

## BILL PAYMENT OPTIONS

Paying your bill is easy. See directions below:

**Your 12-digit account number is required when making a payment to ensure it is applied to the correct account.**

| PAYMENT METHOD         | TIMEFRAME FOR PAYMENT TO REFLECT ON ACCOUNT |
|------------------------|---------------------------------------------|
| MyDigicel              | 1 hour                                      |
| Bill Pay Now (Website) | 1 hour                                      |
| Digicel Store          | 1 hour                                      |
| Online Banking         | 3 days                                      |

**NOTE:** Once you have completed the registration for online payments, your account number will no longer be required to complete your online payments.

**HAVE YOU  
DOWNLOADED THE  
MYDIGICEL APP?**



## THE MY DIGICEL APP ALLOWS YOU TO MANAGE YOUR DIGICEL ACCOUNT IN A CENTRAL PLACE.

- Top up and activate plans.
- Send credit/plans to family and friends.
- Check your account balances.
- Pay your Digicel Mobile and Digicel+ bills.
- Claim your bonuses.
- View your call, data and SMS charge for the past 7 days.
- FREE live chat with customer care.

# TECHNICAL TIPS

These troubleshooting tips may assist if you have an issue with your new service:

## FIBRE BROADBAND

| ISSUE/ERROR MESSAGE     | POSSIBLE CAUSES                                                                                                  | SUGGESTED FIX                                                                                                                                                                                                                    |
|-------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Slow browsing           | <ul style="list-style-type: none"><li>• Too many connected devices</li><li>• Inconsistent Wi-Fi signal</li></ul> | <ul style="list-style-type: none"><li>• Restart the modem</li><li>• Reduce the number of connected devices</li><li>• Connect to the modem via ethernet cable</li><li>• Move closer to the modem if connected via Wi-Fi</li></ul> |
| Weak or no Wi-Fi signal | <ul style="list-style-type: none"><li>• Out of Wi-Fi range</li><li>• Wi-Fi disconnected</li></ul>                | <ul style="list-style-type: none"><li>• Move closer to the modem if connected via Wi-Fi</li><li>• Turn your device Wi-Fi off, then On to reconnect</li></ul>                                                                     |
| No internet connection  | <ul style="list-style-type: none"><li>• Modem unplugged or not correctly plugged in</li></ul>                    | <ul style="list-style-type: none"><li>• Push the power button to turn off, then on</li><li>• Ensure all cables are correctly connected at the rear of the modem</li></ul>                                                        |
| No light on the modem   | Modem unplugged                                                                                                  | <ul style="list-style-type: none"><li>• Check to ensure the modem is plugged into a working electrical socket</li><li>• Push the power button to turn off, then on</li></ul>                                                     |

## FIBRE TV

|                                                              |                        |                                                                                                                                                                            |
|--------------------------------------------------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No signal message                                            | Incorrect input source | Use your TV remote to switch to the correct input source                                                                                                                   |
| You're currently blocked while using the multiscreen feature | Out of Wi-Fi range     | Check to ensure your device is connected to your Digicel+ Wi-Fi                                                                                                            |
| Account ID/password required                                 | Power outage           | <ul style="list-style-type: none"><li>• Push the restart button on the rear of your set top box</li><li>• Enter the account ID/Password provided at installation</li></ul> |

## FIBRE PHONE

|                                           |                                                        |                                                                                                                                                                                                   |
|-------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No signal or no light on the handset base | Phone is not correctly plugged in or connected         | <ul style="list-style-type: none"><li>• Check the handset to ensure it is plugged into the electrical outlet</li><li>• Check to ensure the line is plugged into TEL 1 port of the modem</li></ul> |
| Unable to make or receive calls           | Phone line plugged into an incorrect port in the modem | Check to ensure the line is plugged into TEL 1 port of the modem                                                                                                                                  |
| Padlock displayed                         | Keypad lock is enabled                                 | Press and hold the <b>asterisk key (*)</b> to unlock                                                                                                                                              |

# Digicel+

## Better Connected

### CONTACT US

**1-441-500-5000**

or **611** from your Digicel mobile

**[digicelgroup.com](http://digicelgroup.com)**



**Placeholder QR CODE**