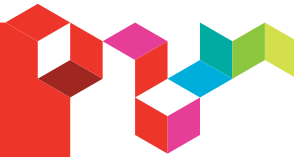


DIGICEL ONLINE PAYMENT FAQ'S



Digicel

151, angle Avenue Jean Paul II
et Impasse Duverger
Port-au-Prince, Haïti (W.I)
P.O. Box 15516
Tel: +(509) 37 11 10 00
customercares@digicelgroup.com
www.digicelhaiti.com

1. What is Digicel Online?

Digicel Online is a service offered by Digicel Haiti that allows you to pay your Digicel invoices online www.digicelhaiti.com, using any valid Visa or Master Card. You can pay virtually any invoice, postpaid or hybrid anytime, anywhere. Digicel Online Payment, is one of the most efficient and economical features of Digicel Online payment. It saves you the time you would otherwise spend writing checks, and standing in line at payment locations.

2. What types of Invoice can I pay using Digicel Online Payment?

You can pay any business or individual invoice that you currently pay by check, card or cash. These accounts can be either hybrid or postpaid.

*Hybrid accounts are those accounts that receive a monthly bundle and after bundle is finish can use a prepaid voucher to top up to make various transactions (calls, internet services, texts messages and so forth...)

*The post-paid accounts are accounts that receive a monthly fee with a credit limit.

3. Is there a limit to the amount I can pay with Digicel Online Payment?

Yes: there is a minimum amount of 880 HTG; the maximum amount is 63,000 gourdes or subject to the amount allowed by your financial institution.

4. Do I have to pay my invoice in full?

No: you may pay at least eighty percent (80%) of the invoice online and the rest by check or cash.

5. Is there a limit to the number of invoices I can pay using Digicel Online Payment?

No: There is no limit to the number of invoices you can pay.

6. Can I use any credit card?

No: Digicel Online Payment, will only process VISA or Master cards. These cards may be either debit or credit.

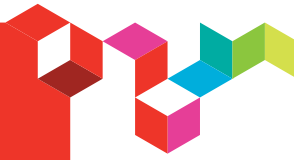
7. How do I start using Digicel Online Payment?

To use Digicel Online Payment follow the steps below:

N.B. The engagement form must be completed by the credit card holder

- Log on to Digicel Haiti web page: www.digicelhaiti.com
- Navigate to online payment option
- Download the terms and condition and read. If agree follow steps below:
- Click the tab "Register Now" enter registration details and click tab "Register"

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- a. Name
- b. Address
- c. Phone number
- d. Email address
- e. Credit or debit card details
- f. User name
- g. Password “minimum 8 characters must include one CAPITAL letter and one Numeric value”

- Download the engagement form from the login screen and fill it with the same details used during registration.

The following documents must be submitted to the front office or nearest to the headquarters of Digicel Turgeau and will be validated against the online registration within two (2) business days.

- a. Filled engagement form
- b. Valid copy of ID government issued (CIN, Driving license or passport)
- c. Front copy of Credit Card used during registration
 - After receiving an email notification from Digicel that your registration has been approved you may proceed to login to Digicel Online Payment and use the service.

8. Once the registration is completed will I be notified?

Yes, you will receive a confirmation email to the email provided when you registered.

9. Once I have registered to use online payment, will the other bill payment methods still be available for me?

Yes, you can continue to use all the payment methods already available.

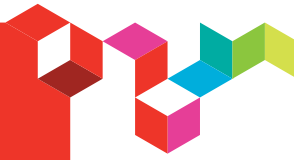
10. For any inquiry or other issue regarding this service what should I do?

- a) You can contact by phone at 102 or 3711-8477.
- b) Or send us an email to the following mailing box :
 - haitionlinepayment.support@digicelgroup.com
- c) You can visit us to one of the following addresses :

Port-au-Prince

- Experience Store Turgeau / Front Office Corporate: # 151 Angle Avenue Jean Paul II and Impasse Duverger.
- Petion ville: # 20 Rue Faubert Petion ville

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- Megastore Frères: Angles Rtes. Frères and L. Denis # 1A
- Kiosk Tabarre: Rte. Tabarre, next to the Embassy of the United States (Capital Coach Line)
- Croix-des-Bouquets: 31 Duval Croix-des-Bouquets

Provinces

- **Jérémie** # 79 Street Vincent Sténio
- **Cayes** : 34 Rue Nicolas Geffrard 1 ère Grande Rue en face EDH
- **Miragoâne** : 50 Gros Trou
- **St Marc** : 352 Angle Rue Louverture et Normil Charles
- **Cap-Haïtien** : Rue 18 HI
- **Ouanaminthe** : #20 Rue Espagnole
- **Port-de-Paix** : #34 Rue Benito Sylvain, (Place Capois la mort)
- **Hinche** : #49 Rue Jean-Jacques Dessalines
- **Gonaïves** : 74 Angles rue Louverture et Clerveaux
- **Jacmel** : Rue St Cyr à côté de Jacmel Epi, l'immeuble de Jedco

11. Is there any feature that can allow the system to automatically debit my account?

The auto debit is available. For this, the client must sign the form, which will be processed by our finance department on a monthly basis for payment of invoices.

12. Why do I need to submit physical document?

To use any Online payment facility, the Haitian laws requires the user provide written permission stating that they agree to the terms and conditions and also authorize Digicel to process payment because the signature of the user will not be present after each transaction.

13. How do I pay my Invoice?

Login to account and select the pay bill option, you will need to enter the following details each time you want to make a payment.

1. Last four digits of credit card
2. CVV2
3. Expiration date of credit card
4. Choose phone number
5. Amount to pay

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14. How can I pay another bill?

To pay another bill phone number must first be added to your online profile, go to “pay another bill,” click “Add”, enter the phone number and click “Add” to pay the bill.

14. How do I pay another invoice?

There is no additional cost to the user, who makes a payment through Digicel Online system, the amount entered is the amount charged.

15. Can I view my transactions made using Digicel Online Payment?

Yes: click on tab “Online Payment History” all payment made from your online account will be recorded here.

16. How long does it take an online payment to reach my Digicel account?

Once the payment has been successfully accepted, your Digicel Online payment account will be updated immediately.

17. What if my account is compromised?

If your account has been hacked, you can take the following steps.

1. Change your password
2. Use the forgotten password option to have a new password
3. Contact Digicel: haitionlinepayment.support@digicelgroup.com

18. What will it cost me to use the online payment service of Digicel?

There is no additional cost to the user making an online payment, the amount deposited to pay the bill is the amount charged.

19. What if the currency of my card is not in Gourde?

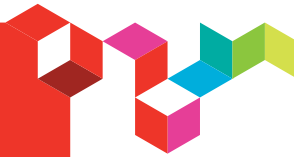
Digicel will charge in HTG because the amount will be posted to your Digicel account in HTG; however, your financial institution will use their daily Fx rate to convert HTG to your currency for your billing.

20. There he has a reimbursement process?

Digicel can process claims in limited circumstances such as

1. If payment has not been recorded.
2. Fraud is proved if proved after investigation.

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Reimbursement will be made on the credit card or other account Digicel. No cash refunds will be given.

Note: The refund process is subject to the terms and conditions of your financial institution, contact your financial institution for details.

21. What if I make a payment on an account by mistake?

Digicel can correct this. Send us the details of the transaction and the number for which the payment was made by mistake. The transaction will be effective within two business days.

22. For more information, contact us at the following address:

haitionlinepayment.support@digicelgroup.com