



CUSTOMER SERVICE AGREEMENT

Digicel St. Lucia limited.
Email: LC_Home_Admin@digicelgroup.com
Website: <https://www.digicelgroup.com/lc/en/home-and-entertainment>

CUSTOMER DETAILS

Title _____ First Name _____ Last Name _____ Male
 Date of Birth (day/mth/yr) _____ Occupation _____ Female
 ID Type #1 TRN / Driver's License Passport National ID No. _____
 ID Type #2 TRN / Driver's License Passport National ID No. _____
 City / Town _____ State / Parish _____ Country _____
 Dwelling Type _____ Tenancy Type _____ (If Rented) Landlord Permission Provided
 Billing Address (if different from service address) _____
 Home Address _____
 Mobile Contact No. 1 _____ No 2. _____ Fixed Line Contact No. _____
 Email Address _____ Preferred Contact Method: Email SMS Phone
 Opt Out Choices: No Email No SMS No Phone No Promotional Contact
 Security Question _____
 Security Answer _____
 Named 3rd Party _____
 Employer Name _____
 Employer Contact Number _____

ORDER INFORMATION

Preferred Install Date _____ AM PM

Recurring Charges

Subscription: Product Name _____ Price _____
 Includes _____
 Upgraded Internet Speed _____ Price _____
 Additional Storage Space _____ Price _____
 Additional Channels (list all premium channels selected) _____ Price _____
 Additional Equipment (list all selected) _____ Price _____
 Phone Package _____ No. Portability Required? Yes No No. to Transfer _____
 Static IP _____ Price _____

One-Off Charges

Installation Charge: Yes No _____ Price _____
 Additional Equipment: Yes No _____ Price _____
 Accessories: Yes No _____ Price _____

Promotion

BILLING DETAILS

Bill Delivery Method E-bill Paper Itemized Billing Required Yes No
 Name of Account Holder _____ Name of Bank _____

I authorize you to charge my account with a variable amount Direct Debit on various dates at the request of Digicel Limited. I shall inform the bank and Digicel Limited in writing if i wish to cancel this instruction for Direct Debit. The bank may refuse an application for Direct Debit from an customer. Digicel Limited reserves the right to recover outstanding funds from customers and/or cancel Direct Debit.

Signature of Customer _____ Date _____

Deposit

Amount Received as Deposit _____ Receipt No. _____
 Credit Limit Assigned _____ Date and Time of Approval _____

CUSTOMER DECLARATION

I will provide access to the property for a Digicel representative to install the equipment required for Digicel's home entertainment service. I understand that the installation will require cabling to be installed both internally and externally at the property, including the need for holes to be drilled for cable access. I confirm that i am authorized to approve such modifications to the property, or have gained the necessary landlord permission

I confirm (declare) that the information given on this form is true and accurate.
I have read and agreed to the Digicel Terms and Conditions.
I understand and agree that i must pay for the service for a minimum period of _____ months.
Signature of Customer _____ Date _____

SALES PERSON DECLARATION

I have personally checked this form and hereby verify that all the fields on this form are complete, accurate and consistent with the document provided.

Name of Sales Agent _____ Signature of Sales Agent _____
 Dealer Name _____ Dealer Code _____ Date _____