



Customer Complaints Handling Policy

Version

1

Owner:	Designed By:	Last Update:
Digicel (Jamaica) Limited	Digicel – Customer Experience	March 28, 2024

Our Commitment to Our Customers

We are dedicated to delivering exceptional customer service every time. If we fall short, we welcome the opportunity to make it right. Should we make an error or fail to meet your expectations, please let us know. Your feedback is invaluable to us.

Purpose of This Policy

This document outlines how you can share complaints or feedback with us. A complaint is defined as an expression of dissatisfaction, whether justified or not and however made, about the standard of, or the delivery of service, the actions or lack of action by Digicel, or its staff, which affects an individual service user or groups of users.

It also explains our service standards, so you know what to expect from Digicel Jamaica.

Accessibility

We provide multiple channels for you to register complaints and receive assistance. You can contact us through any of the following methods:

Customer Contact Channels

Phone (Mon-Sat, 8 AM – 6 PM)

- 100 or 145 from a Digicel phone
- 1-876-619-5000
- 1-876-619-3444
- Toll-free: 888-935-5050

Email (24/7)

- customercare@digicelgroup.com (General queries)
- playjamaica@digicelgroup.com (General queries)
- onlinetopup_cc@digicelgroup.com (Online top-up)
- e-bill@digicelgroup.com (Billing queries)
- Jam_cc_postpaidplanupgrade@digicelgroup.com (Postpaid upgrades)

Live Chat (24/7)

- WhatsApp: 876-355-5000
- Ruby Live Chat via website <https://www.digicelgroup.com/jm/en>
- My Digicel App (Android/iOS)

Social Media

- Facebook: www.facebook.com/digiceljamaica
- Instagram: www.instagram.com/digiceljamaica
- X: www.x.com/digiceljamaica

In-Store

- Visit any authorized dealer store island wide.
Store list: <https://www.digicelgroup.com/jm/en>

Service Standards

We strive to provide the best possible experience. Our key performance targets ***under normal operating*** conditions include:

- Answer over 80% of calls within 40 seconds during operating hours (Mon-Sat, 8 AM – 6 PM)
- Respond to live chat within 60 seconds.
- Acknowledge over 90% of email queries within 48 hours.
- Respond to over 90% of social media interactions within 60 minutes.
- Provide progress updates on open complaints every 15 days until resolved.

Complaints Resolution Journey:

The following summarizes how customer complaints are resolved ***under normal operating conditions***:

Tier 1 Support – First-Line Contact

- The Tier 1 Agent logs the complaint in Digicel's CRM system and attempts to resolve the issue.
- If resolved, the complaint ticket is closed.
- If the Tier 1 Agent cannot resolve the issue, the case is escalated to Tier 2 for specialized support.

Note: Certain cases may require escalation to back-office teams as a matter of process due to sensitivity or complexity.

Tier 2 Support – Back-Office Teams

- A Tier 2 agent reviews the case and works toward resolution.
 - In some cases, the customer will be contacted to assist with resolution.
 - In others, the customer will be contacted after resolution to provide an update (when customer input is not required).
- The Tier 2 Agent may perform troubleshooting or, for Refund/Rebate cases, verify the request and confirm the customer's banking details.
- If resolved, the agent closes the ticket in Digicel's CRM.
- If the issue cannot be resolved, the ticket is escalated to Tier 3 for advanced troubleshooting or intervention.

Tier 3 Support – Specialized Technical Teams

- The Technical Specialist conducts an in-depth analysis and provides a resolution.
- Once resolved, the ticket is returned to Tier 2, where the agent contacts the customer to advise on the resolution.
- The ticket is then closed.

See Appendix 1, Figure 1 for a detailed process flow of the complaints journey.

Billing and Payments

We provide accurate electronic bills every 30 days and multiple payment options:

Agency	Website
Paymaster	https://paymaster-online.com/
Bill Express	https://www.billexpressonline.com/

National Commercial Bank	https://www.jncb.com/personal/banking/online-banking
Scotiabank	https://jm.scotiabank.com/about-scotiabank/connect-with-scotiabank/ways-to-bank-personal/online-ban...
Sagicor Bank	https://ebank.sagicorjamaica.com/netteller-war/Login.xhtml
JN Bank	https://www.jnbank.com/jn-live-online-banking/
CIBC	https://onlinebanking.cibccaribbean.com/
First Global	https://globalaccess2.firstglobal-bank.com/index.html?module=login
Evolve	https://svfintechja.com/find-retailers/

Privacy Policy

We are committed to respecting your privacy. Please visit our website, <https://www.digicelgroup.com/jm/en> , to view our Privacy Policy by Product/Services:

Complaints Tracking

To track your complaint, contact Customer Care via any of the channels listed above. For unresolved issues, we will provide updates every 15days until resolution.

Appendix 1

Customer Complaints Process Flow

