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Digicel International's suite of products Digicel International suite of products Tell your friends and family about the new Digicel International site Caribbean multinational telecommunications company DIGICELIndustryTelecommunicationsFounderDenis O'BrienHeadquartersKingston, JamaicaArea servedCaribbeanProductsMobile, Fixed Broadband, Wireless Broadband, Satellite Television, Cable, Mobile Money, Home SecurityRevenue\$2.8 billion (2015)[1]OwnerDenis O'BrienNumber of employees–6,500 (2018)WebsiteDigicel Group Digicel is a Jamaican-based Caribbean mobile phone network and home entertainment provider operating in 25 markets worldwide. Digicel has operated in several countries, including Guyana, Fiji, Haiti, Trinidad and Tobago, Samoa, St. Lucia, Suriname, and Jamaica. In 2024 a group of U.S. private equity firms took over control of the company as part of debt restructuring.[2][3][4][5] Digicel was founded in 2001 by Irish entrepreneur Denis O'Brien. The company launched in April 2001 in Jamaica.[6] In March 2003, Digicel expanded to St. Lucia and St. Vincent.[7] In 2005, Digicel purchased Cingular Wireless' Caribbean and Bermuda operations.[8] In April 2006, Digicel launched its services in Trinidad and Tobago.[9] In May 2006, Digicel began operations in Haiti.[10] Between 2006 and 2008, Digicel expanded into the Central American mainland, as well as the Pacific.[10][11] In September 2006, it acquired an unrelated mobile phone provider: Digicel Holdings in El Salvador.[12] A Digicel storefront in Castries, Saint Lucia, in 2012 In 2007, Digicel acquired U-Mobile in Guyana.[13] and launched in Suriname in December.[14] In April 2002, Digicel received permission from Jamaica's then-minister of industry, commerce and technology, Phillip Paulwell, to disregard the interconnectivity fee ceiling issued by the Offices of Utilities Regulation (OUR).[15] Following a judicial review, it was determined that Paulwell did not have the power to make this decision.[15] Digicel appealed the ruling to the Jamaican Supreme Court in 2003 and won.[15] OUR appealed the decision to the appellate court, which ruled Paulwell's decision was outside his powers and OUR didn't have to comply with Paulwell's directive.[15] Digicel appealed to the Privy Council, Jamaica's final court of appeal, which upheld the appellate court's decision in 2007.[15] Digicel appealed the decision to the United Kingdom Privy Council.[15] In January 2010, the Council ruled in favour of the OUR, meaning LIME (formerly Cable & Wireless Jamaica) was allowed to keep the J\$340 million Digicel had been ordered to pay them by the Jamaican courts.[15] In 2015, LIME's parent company acquired Columbus Communications and decided to adopt the brand name FLOW for its consumer-facing business, replacing the LIME name.[16] As of May 2016, the LIME name was fully discontinued.[17] Digicel Mobile Money, a mobile banking service, was launched in Fiji in July 2010.[18] Also in 2010, Digicel launched TchoTcho, a cash app for money transfers to phones in Haiti.[19] In 2011, Mobile Money in Fiji was expanded to allow transfers to and from Australia and New Zealand at no cost.[20] In February 2011, Digicel took a controlling stake in Netxar Technologies, a leading systems integrator in the Caribbean region.[21] In March, Digicel announced that it was selling its operations in Honduras and El Salvador to Mexican telecom company América Móvil, and América Móvil was selling its operations in Jamaica to Digicel.[22] In March 2012, Digicel acquired Comcel/Voila, its main competitor in Haiti.[19] In May 2012, the Tax Authority Jamaica (TAJ) visited Digicel's offices in New Kingston with an order from the Jamaican Supreme Court to look for data regarding the company's payment of the general consumption tax.[23] A couple of weeks later, TAJ and Digicel agreed to have more dialogue surrounding the situation.[24] In October 2012, América Móvil announced it wouldn't acquire Digicel's operations in Panama after failing to award the tender to operate and exploit the personal communications service, after the bidding process concluded without award due to the withdrawal of the only interested company. Digicel's exit from the Panamanian market occurred in a context of significant changes in the country's telecommunications sector, including the merger of Cable & Wireless Panama and Claro Panama, which reduced the number of main operators in the market. Following the announcement, Digicel asked its customers to switch to another network within 30 days from March 20, 2024 to retain their phone numbers. Digicel is a sponsor of Caribbean, Central American and Asia-Pacific sports teams, including the Special Olympics teams in these regions.[49][50][51] From 2005 to 2018, Digicel sponsored The West Indies cricket team.[52] In 2008, Digicel announced that they would sponsor the Vanuatu national cricket team, as well as the National Rugby 15s and 7s teams.[53] That same year, Digicel became the sponsor of the Digicel Cup for rugby in Fiji.[54] In April 2013, Digicel was announced as the first global sponsor of the 2013 inaugural tournament for the Caribbean Premier League.[55] In 2021, Digicel sponsored the PlayGo Emerge Competition for short films made in the Caribbean.[56] In 2004, Digicel and its shareholders set up the Digicel Foundation in Jamaica.[57] The Digicel Foundation is active in Jamaica, Haiti, Trinidad and Tobago[58] and Papua New Guinea.[59] In Haiti, the Digicel Foundation helped rebuild after the 2010 Haitian earthquake struck Port-au-Prince on January 12, 2010.[60] Projects have included building primary schools and restoring the historic Iron Market.[61] The following is a list of Digicel Group's Pacific operations. These operations are headed by an office in Port Moresby, Papua New Guinea, as well as one in Singapore. Digicel's Pacific operations were acquired by Australian telecommunications company Telstra on July 14, 2022.[62] Digicel Asia Pacific Territories Country/Territory GSM Bands UMTS Bands LTE Bands Local Sites Fiji GSM-900 1, 8, 3, 28 Digicel Fiji Nauru GSM-900 8 3 Digicel Nauru Papua New Guinea GSM-900 GSM-1800 8, 3, 28 Digicel Papua New Guinea Samoa GSM-900 8 3 Digicel Samoa Tonga GSM-900 8 3 Digicel Tonga Vanuatu GSM-900 8 28 Digicel Vanuatu The following is a list of the North Atlantic, Caribbean and Central American operations of Digicel Group. All report to Digicel Group's headquarters in Kingston, Jamaica. Digicel Caribbean & Central American Territories Country/Territory GSM Bands UMTS Bands LTE Bands NR Bands Local Sites Anguilla GSM-900 2, 8, 12, 17 – Digicel Anguilla Antigua and Barbuda Decommissioned 2, 5, 12, 17 – Digicel Antigua & Barbuda Aruba GSM-900 8 1, 3 – Digicel Aruba Barbados GSM-900, GSM-1800 1, 8, 2, 12, 17 – Digicel Barbados Bermuda GSM-1900 5 2, 13 – Digicel Bermuda Bonaire GSM-900, GSM-1800 1, 5, 3 – Digicel Bonaire British Virgin Islands GSM-1800, GSM-1900 2 4, 13 – Digicel British Virgin Islands Cayman Islands Decommissioned 5 1, 3, 13 n78 Digicel Cayman Islands Curaçao GSM-900, GSM-1800 1, 5 3 – Digicel Curaçao Dominica GSM-900, GSM-1900 1, 8, 2, 8, 12, 17 – Digicel Dominica El Salvador GSM-900 8 2 – Digicel El Salvador French Guiana GSM-900 1 3, 7, 20 – Digicel French Guiana Grenada GSM-900, GSM-1800 2 2, 8, 12, 17 – Digicel Grenada Guadeloupe GSM-900, GSM-1800 1, 8, 3, 7 – Digicel French Windies & French Guiana Guyana GSM-900 2, 5, 3, 28 – Digicel Guyana Haiti GSM-900, GSM-1800 1, 5, 3, 5 – Digicel Haiti Jamaica Decommissioned 5 2, 4, 5, 12, 17 – Digicel Jamaica Martinique GSM-900, GSM-1800 1, 8 1, 3, 7 – Digicel Martinique Montserrat GSM-850, GSM-1900 2, 8, 12, 17 – Digicel Montserrat Saint Barthelemy GSM-900 1 1, 3, 7, 20 – Digicel Saint Martin & Saint Barths Saint Kitts and Nevis GSM-900, GSM-1800 2, 8, 2, 12, 17 – Digicel Saint Kitts & Nevis Saint Lucia GSM-900, GSM-1800 2, 8, 2, 8, 12, 17 – Digicel St. Lucia Saint Martin GSM-900 1 1, 3, 7, 20 – Digicel Saint Martin & Saint Barths Saint Vincent and the Grenadines GSM-900, GSM-1800 2, 8, 2, 12, 17 – Digicel Saint Vincent & the Grenadines Suriname GSM-900, GSM-1800 1, 5 3 – Digicel Suriname Trinidad and Tobago GSM-850 2, 5 2, 4, 28 – Digicel Trinidad & Tobago Turks and Caicos Islands GSM-900 2 4, 12, 17 – Digicel Turks & Caicos In the Caribbean region, the main competitor is American-owned Liberty Latin America.[63] Brand Industry Status CEEN TV Television, Entertainment Active Digicel Business Solutions Active Digicel+ Home & Entertainment Active Loop News News Publishing Active Paymaster Payments, Mobile Money Active SportsMax Television, Sports & Entertainment Active Trend Media Advertising Technologies, Marketing & Communications Solutions Active D'Music Music Streaming Defunct Southern Caribbean Fiber List of mobile network operators of the Americas List of telecommunications regulatory bodies ^ "Digicel Group Limited". ^ "Private equity takeover of Digicel by month's end". 21 January 2024. ^ "Digicel may be taken over by its creditors". 2 March 2023. ^ "Digicel Bondholders Take Control of Company". ^ "The Rise and Fall of a Caribbean Communications Kingpin". ^ Cauley, Leslie (27 August 2006). 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Once our team confirms that you can receive service, you can sign up and will be scheduled for installation. If you don't live in a serviceable area your information will be stored and our team will contact you when our service expands coverage to your area Unable to use the data service on your phone? Here are some steps you can take to get it working again. Step 1. Confirm that you still have data available on your account by checking your data balance using the MyDigicel app or dialing *147#. Step 2. If there are no MB available, please try activating a plan by dialing a short code from your phone, using the MyDigicel app or dialing *147#. Is your MB balance less than you expected? For help to understand how different activities use different amounts of data, click here. Step 3. If data is available, try accessing a Google web page or web-enabled app. This will help confirm if the issue you are experiencing relates to a particular app, or to the entire internet service. Step 4. If some websites/apps work, the issue you were experiencing may have been a temporary issue, or the problem may be related to one particular app. We suggest restarting the application and trying again. Example: WhatsApp is working, but the browser is offline. Step 5. If all websites or apps do not work, please check your APN settings. Step 6. Check that your mobile data connection has been enabled. You can confirm this by going to settings, then data usage. You will then see the option to have your data turned on/off. If your phone has the drop down menu option, you may also enable your mobile data from there. Step 7. If you have done all of the above and you find more than one person experiencing the same challenge, it may be a network issue. We assure you that we are working diligently to resolve this at the soonest possible time and so, we urge that you try the service later. If you realize that you are still experiencing the issue, you can use the live chat option so we can have the matter investigated further for you. June 16, 2025 - Kingston, JamaicaTuesday April 22, 2025Digicel Group and Symptai Join Forces to Offer Better Access to World Class Business SolutionsMay 5, 2025 - Kingston, JamaicaMay 5, 2025e& Digicel Group Announce Strategic Partnership to Enhance International Voice Services Across the AmericasApril 22, 2025-Kingston, JamaicaTuesday April 22, 2025DIGICEL CELEBRATES 24 INCREDIBLE YEARS OF CONNECTING AND EMPOWERING PEOPLE ACROSS THE CARIBBEANJune 4, 2024 - Kingston, JamaicaMonday June 4, 2024Digicel's Deep Blue one Subsea Fibre Cable Goes LiveApr 15, 2024 - Kingston, JamaicaMonday 15th April 2024DIGICEL APPOINTS MARCELO CATALDO AS GROUP CHIEF EXECUTIVE OFFICER We're creating experiences that make a difference with digital services that make life easy. Digicel + Digital. Better Together.We place a high priority on having the right people to lead us into the future. Find out more about our team.Send Top Up from anywhere in the world to your loved ones back home! Digicel is on track to refinance €2 billion of borrowings by May 2026 Digicel, the Caribbean-based telecoms company founded by Denis O'Brien, is on track to refinance \$2.3 billion (€2 billion) of borrowings by May 2026, a year ahead of schedule, according to Fitch Ratings, as it awarded the business the highest credit rating in six years following a series of debt restructurings. Fitch moved this week to give Digicel's main financing entity a credit rating of B. While this is five levels deep into what is known as junk status, it is the most favourable assessment of the group's creditworthiness since 2019. Meanwhile, S&P Global, another leading ratings firm, has assigned a similar rating in recent weeks to Digicel, forecasting that its earnings grew for a second straight financial year to the end of March. Mr O'Brien saw his stake in the business reduced to 10 per cent early last year as a consortium of bondholders led by PGIM, Contrarian Capital Management, and GoldenTree Asset Management took control of Digicel in January 2024 as they swapped \$1.7 billion of its borrowings for a 90 per cent holding. It marked the group's third debt restructuring in five years. "Fitch expects the company to fully refinance its main debts (term loan and secured notes) due in 2027 by May 2026," the ratings firm said in a statement. "The ratings reflect Digicel's improved capital structure post-restructuring and expected successful refinancing of its 2027 secured debt, which reduces leverage and enhances debt maturity and liquidity profiles." "I Digicel plans redundancies across seven markets in efficiency drive |Digicel enjoys operating profit margins of about 40 per cent across its 25 markets, which are mainly duopolies. "However, weak operating environments in markets like Haiti and currency depreciation risks offset these strengths," Fitch said. S&P said it expects Digicel to refinance the 2027 debt "in a timely manner". The company also has \$455 million of unsecured notes that fall due in 2028. The prospect of Digicel carrying out its first big refinancing since the 2024 debt restructuring has been boosted by the US department of justice confirming to the group in April that it has ended an investigation that was looking into whether the business had breached foreign bribery laws. Digicel said in November that it had made a voluntary disclosure to the department of information "relating to possible violations of the US Foreign Corrupt Practices Act" (FCPA). The Digicel disclosure to US authorities is said to relate to activities in Haiti, which has again descended into chaos in recent years as criminal gangs have grown in power. Armed gangs currently control of almost all of the country's capital, Port-au-Prince.The decision by US authorities to close the case had been due to a combination of information gleaned during the investigation as well as a move by US president Donald Trump in early February to pause FCPA enforcement actions. The US attorney general issued new enforcement guidelines this week, with an overriding theme that any decisions to pursue investigations must be focused on helping US interests abroad. S&P estimates that Digicel posted earnings before interest, tax, depreciation and amortisation (Ebitda) of \$800 million for the year to the end of March. This would represent a 4.4 per cent increase on the result for the previous year. It also sees the group resuming modest dividends - of \$16 million - for the first time in a decade. "We assess Digicel's business risk profile as weak, reflecting its solid position in markets that have high barriers to entry, but are exposed to substantial macroeconomic volatility," said S&P. Join The Irish Times on WhatsApp and stay up to date Sign up to the Business Today newsletter for the latest news and commentary in your inboxList to Inside Business podcast for a look at business and economics from an Irish perspective