

### **BTL PREPAID SHORT CODE SYSTEM EXPERIENCING “SIGNIFICANT” ISSUES; DIGICELL LOWERS TEXT RATES TO ASSIST CUSTOMERS**

Belize Telemedia Ltd (BTL) advises its customers that on Sunday, January 24, the systems which allow its DigiCell customers to check their PrePaid balances and purchase PrePaid services – known as the PrePaid Short Codes - began experiencing service degradation due to issues with both the system’s primary and backup servers.

While all mobile customers have still been able to call, text, use data and all other PrePaid services without issue, the mechanism that allows for customers to use a short code to check credit balances or buy text bundles, 2G data plan and other special promo services has since been operating at less than 40 percent capacity. This has meant that many customers have not been able to get through to check their balances or buy a PrePaid plan.

Despite the best efforts of BTL technicians, the company anticipates that it may take up to three to four weeks before a full solution can be put in place to address the issues.

**Text Rates Lowered Temporarily:** Because of the ongoing issues with the PrePaid short codes, we are pleased to announce that DigiCell has temporarily lowered the local text rates from 25 cents to 4 cents per text plus tax to help out customers who cannot purchase text bundles via the short codes.

**Ways to Get Information or Buy Prepaid Packages:** The company has taken a number of steps to ensure customers can obtain PrePaid information and service. The following provisions are now in place:

**To check your PrePaid CREDIT balance, select one of these options:**

- Dial \*72# and look on screen, or dial \*798#, then look onscreen to select option 1 and then option 3.
- Send a text message, WhatsApp or Viber message to phone number 600-4050 with your name (i.e. the name registered to the phone account) and a request to get your balance.
- Go to our live webchat on [www.digicell.bz](http://www.digicell.bz)
- Send an email to [shortcodes@belizetelemedia.net](mailto:shortcodes@belizetelemedia.net)

Note that for the live chat, text or email options, these are available 8 am to 8 pm every day. Outside of these hours, you will have to use the \*72# or \*798# options or you may call 119 for assistance.

**To check your text bundle balance or buy a new text bundle, select one of these options:**

- Send a text message, WhatsApp or Viber message to phone number 600-6040 with your name (i.e. the name registered to the phone account) and a request to get your balance or make a purchase.
- Go to our live webchat at [www.digicell.bz](http://www.digicell.bz)
- Send an email to [shortcodes@belizetelemedia.net](mailto:shortcodes@belizetelemedia.net)

Note that live chat, text and email options are available 8 am to 8 pm every day. Outside of these hours, you can call 119 for assistance.

**To buy Night Shift, 100 Ways, 2G data plan or any other promotional offer, select one of these options:**

- Send a text message, WhatsApp or Viber message to phone number 624-1300 with your name (i.e. the name registered to the phone account) and a request indicating which product you want to purchase.
- Go to our live webchat on at [www.digicell.bz](http://www.digicell.bz)
- Send an email to [shortcodes@belizetelemedia.net](mailto:shortcodes@belizetelemedia.net)

Note that for the live chat, text or email options, these are available 8 am to 8 pm every day. Outside of these hours, you may call 119 for assistance.

**To add credit to your PrePaid Home Phone with phone card:**

- Using a mobile phone, dial \*798# select option 1 and then option 2.
- Go to our live webchat at [www.digicell.bz](http://www.digicell.bz)
- Send an email to [shortcodes@belizetelemedia.net](mailto:shortcodes@belizetelemedia.net)

Note that for the live chat or email options, these are available 8 am to 8 pm every day. Outside of these hours, you may call 119 for assistance.

This above information and any updates can be found on the company’s website at [www.digicell.bz/shortcodes](http://www.digicell.bz/shortcodes).

BTL apologizes for the unavoidable disruption in its customer care systems. The company assures its loyal customers that the company is taking every step to restore full functionality as soon as possible.