

Belize Service – User Guide

by DigiCell



ACTIVATING YOUR SERVICE

It is very easy to activate your new service. Just follow the instructions below and you'll be ready to call once you reach your destination:

1. Travel to your destination
2. Break out the SIM Card from the plastic card
3. Then insert this SIM Card in your phone.
4. Make sure your phone battery has been charged
5. Switch your phone on
6. Enter the PIN Code (if required)

Your Belize SIM card will provide you with a Belize cellular phone number, which can be found on the back of your SIM card user manual inside the SIM card package. The number will begin with **6**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Belize service, please

- Purchase an ENTEL recharge card
- Scratch off the protective layer to reveal your recharge voucher code
- Dial *10 then press `yes/ok/send`
- Follow the voice prompts

MAKING INTERNATIONAL CALLS

To make an international call, simply enter all numbers starting with the '+', followed by the country code (1 for the US/Canada), area code and phone number. For example, to call (213) 337-5555 you would dial +12133375555.

RECEIVING CALLS

Family & friends need to dial the international direct dialing prefix for the country they are calling from followed by your new number. For example, from the US/Canada they should dial 011, 501 (Belize) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Dial *20 then press 'yes/ok/send'
- Listen to the voice prompts

CUSTOMER SERVICE

To reach customer service, please

- Dial *00 from your mobile phone free of charge

OR

- Dial 0 800 3444235 from any other phone

We are available to you 24 hours a day, 7 days a week.

VOICEMAIL

To access your voicemail, please

- Dial 134 from your mobile phone

OR

- Dial 610 9134 from any other phone

SERVICE EXPIRATION

Your Belize service has a 3-month activity period. If you do not recharge within these 3 months, your credit and mobile phone number will expire.