

Digicell: How to Get Information or Buy Prepaid Packages

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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 on screen 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
- * Send an email to 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
- * Send an email to 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
- * Send an email to 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
- * Send an email to 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.

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