

# 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](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).

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