



BELIZE TELEMEDIA LIMITED'S CONSUMER CODE FOR THE RESOLUTION OF SUBSCRIBER OR USER DISPUTES AND COMPLAINTS

Introduction

This Consumer Code is effective the **1st of November 2025**.

This Consumer Code provides you (a customer, subscriber or user of the telecommunications services supplied by Belize Telemedia Limited) with an easily accessible guide on the procedure which Belize Telemedia Limited ("**BTL**") will use to address any dispute or complaint which you have or which you want to raise with BTL regarding:

- (1) the telecommunications service delivery to you by BTL; or
- (2) the fees invoiced or charged to you by BTL for those telecommunications services, and or disconnection of telecommunication services.

This Consumer Code also provides you with information on the steps that may be taken by you if you are dissatisfied with the way BTL addresses your dispute or complaint.

This Consumer Code should be read alongside:

- Digi General Terms and Conditions;
- Amendment to Digi general Terms & Conditions
- Mobile Services Terms & Conditions of Use;
- Services Terms & Conditions; and
- Website Terms & Conditions;

which can be found at <https://livedigi.com/terms-and-conditions/>

This Consumer Code should be read alongside your specific telecommunications service contract if you are a business customer of BTL who is being supplied with a bespoke telecommunications solution, or if you are being supplied by BTL with a telecommunications service or solution which is not ordinarily supplied to retail customers of BTL. If you are a business customer of BTL, your specific telecommunications service contract may include additional priority support for lodging complaints and or disputes at BTL.

The first part of this Consumer Code deals with complaints and disputes concerning the telecommunications service supplied to you by BTL.

The second part of this Consumer Code deals with complaints and disputes concerning the fees invoiced or charged to you by BTL for telecommunications services, and disconnection of telecommunication services.

1 Disputes and complaints: telecommunications service delivery

1.1 **First Point of Contact: telecommunications service delivery disputes & complaints**

Your first point of contact for raising a dispute or lodging a complaint at BTL are:

- **Contact Center Agents** – these can be contacted at: Toll free 119, 0-800-FOR-DIGI (0-800-3673-444); 227-7085 (international charges apply); WhatsApp 608-8888; live chat via www.livedigi.com; inbox Digi Belize via Facebook messenger or email to: digihelp@livedigi.com. The 119 Toll Free number is available 24/7. BTL's Facebook messenger inbox; WhatsApp number and email addresses are monitored by BTL from 7am to 10pm, and BTL will respond to you through Facebook messenger; WhatsApp and email addresses between 7am and 10pm; and
- **Retail Sales Representatives** – these can be contacted at any BTL office or BTL store countrywide. You may speak to any of BTL's Retail Sales Representatives at any of BTL's offices/stores countrywide, without having to make any prior appointment.

The above First Points of Contact shall aim to respond to your dispute or complaint within 2 (two) business days, if you are not provided with a full response at the time when you make contact, or if the First Point of Contact requires approvals from their supervisor or manager.

First Points of Contact will document your dispute or complaint in BTL's Billing system. This record will be retained by BTL for 5 years.

1.2 **Tiered Support: telecommunications services disputes & complaints**

First Point of Contact shall determine whether your dispute or complaint requires First Tier Support or Second Tier Support. The details of First Tier Support and Second Tier Support are the following:

First Tier Support

Contact Center Representatives and Retail Sales Representatives are trained by BTL to resolve telecommunication service delivery issues using standard troubleshooting practices. A log (Note) is entered in your customer account profile at BTL, to document the transaction/resolution of the dispute/complaint once you confirm to BTL that the issue is resolved.

The First Point of Contact can escalate disputes and complaints to their supervisor and or manager when your dispute or complaint requires specific approvals for resolution, or whenever you are dissatisfied with the solution proposed by that First Point of Contact.

Second Tier Support

A dispute or complaint which has not been resolved using First Tier support shall be referred by First Points of Contact for specialized or technical assistance/resolution by relevant subject matter experts at BTL at the level of Second Tier support. The specifics about your dispute/complaint as communicated by First Tier Support to

Second Tier Support, are also documented using a ticketing system with the trouble ticket number previously provided to you by First Tier Support. The use of the ticketing system allows Second Tier Support to properly resolve your dispute or complaint.

Details of Second Tier Support for specific telecommunications services and the expected resolution timeframes are shown below:

Fixed and Broadband

- **Expected response time:** 4 working hours
- **Expected resolution timeframe:** 24 (twenty-four) hours excluding public holidays and weekends.
- For disputes and complaints regarding broadband internet service delivery, a ticket is automatically directed by BTL to BTL's Technical Customer Support team upon you having lodged a complaint or dispute regarding the delivery of broadband internet services to you.
- Technical Customer Support representatives are required by BTL to proceed to resolve your dispute or complaint concerning broadband service delivery, remotely, using technical troubleshooting techniques. Technical Customer Support representatives are required by BTL to liaise with other departments at BTL so that your dispute or complaint can be resolved in a timely manner and to your satisfaction. The ticket concerning your complaint and or dispute is closed once Technical Customer Support has resolved your complaint and dispute concerning broadband internet service delivery.
- A Service Operations Technician will visit your service address for the purpose of providing you with hands-on technical intervention/support with the aim of resolving your dispute/complaint about broadband internet service delivery, if your dispute or complaint about broadband internet service delivery remains unresolved by remote troubleshooting.
- You will be required by BTL's Service Operations Technician, to review and sign a customer confirmation form once your dispute or complaint broadband internet service delivery has been resolved by BTL's Service Operations Technician, and your trouble ticket will be documented by BTL as being closed or resolved.

Mobile telecommunication network issues (voice & data)

- **Expected response time:** Within 24 hours
- **Expected resolution timeframe:** 24 (twenty-four) hours excluding public holidays and weekends.
- Any complaint or dispute lodged by you concerning mobile telecommunication service delivery to you, shall be directed by BTL's front end Customer Service Representatives to BTL's Service Operation Center (SOC) and or Mobile department, depending on the type of mobile telecommunications service dispute or complaint which you have lodged. You will at this time be provided with a trouble ticket number.

- Troubleshooting and resolution is to be completed at Second Tier support. BTL's Service Operation Center team will coordinate with other departments at BTL to resolve your dispute/complaint about mobile telecommunication service delivery, as reasonably required by the circumstances.
- You will be contacted by telephone at the telephone number recorded on your ticket number, to confirm that your dispute or complaint about mobile telecommunication service delivery is resolved, and BTL will close your complaint/dispute ticket on BTL's system.

1.3 Escalation of disputes & complaints concerning telecommunication service delivery or any ad hoc issues

First points of contact and Second Tier Support are usually able to resolve your dispute or complaint without the need for that dispute or complaint to be referred to more senior levels of management at BTL, for the purpose of resolution.

Escalation Level: Supervisor

However, if you remain dissatisfied after having communicated with both the First Points of Contact and Second Tier Support, you can request to speak to a supervisor by email to: contactcentermanager@livedigi.com. Response time is within 24 hours and expected resolution time will be between 3 to 5 business days.

Escalation Level: Managers

If you remain dissatisfied after having communicated with a supervisor who is responsible for resolving your dispute/complaint, you can direct your dispute and complaint to consumersalesmanager@livedigi.com. Response time is within 24 hours and expected resolution time will be between 3 to 5 business days.

- 1.4** The audio of your telephone call with your complaint or dispute concerning telecommunication service delivery by BTL will be recorded by BTL if your dispute or complaint is made to BTL's Contact Center. That recording is stored by BTL for 7 days.

2 Disputes and complaints: invoicing, billing and disconnection

2.1 First Point of contact and Second Tier Support: invoicing, billing and disconnection disputes & complaints

Your First Point of Contact at BTL for raising a dispute or lodging a complaint or dispute regarding invoices, billing, or disconnection are:

- **Retail Sales Representatives** – these can be contacted at any BTL office or BTL store countrywide. You may speak to any of BTL's Retail Sales Representatives at any of BTL's offices/stores countrywide, without having to make any prior appointment.

- ebill@livedigi.com for general information, disputes, or complaints concerning your BTL issued bill. BTL will aim to respond to you within 2 (two) business days with BTL's position and any proposals for resolution.
- accounts@livedigi.com for disputes or complaints concerning billing or invoicing. A member of BTL's accounts department will aim to respond to your email within 2 (two) business days with BTL's position and any proposals for resolution.
- creditmanagement@livedigi.com for disputes or complaints concerning payment, payment plans, collection of payment for telecommunication services supplied by BTL, or disconnection of telecommunication services. A member of BTL's credit department will aim to respond to your email within 2 (two) business days with BTL's position and any proposals for resolution.

2.2 Tiered Support: invoicing, billing and disconnection

First Point of Contact shall determine whether your dispute or complaint requires First Tier Support or Second Tier Support. The details of First Tier Support and Second Tier Support are the following:

First Tier Support

BTL staff who respond using the First Point of Contact email addresses at paragraph 2.1 and Retail Sales Representatives are trained by BTL to resolve invoicing, billing and disconnection at the First Point of Contact level.

The First Points of Contact can escalate disputes and complaints to their supervisor and or manager when your dispute or complaint requires specific approvals for resolution, or whenever you are dissatisfied with the solution proposed by First Point of Contact.

Second Tier Support

A dispute or complaint which has not been resolved using First Tier support shall be referred by First Points of Contact to the next escalation level shown at paragraph 2.3.

2.3 Escalation (Second Tier Support): invoicing, billing and disconnection disputes & complaints

The Second Points of Contact at paragraph 2.1 above, are usually able to resolve your dispute or complaint without the need for that dispute or complaint to be referred to more senior levels of management at BTL, for the purpose of resolution. Whenever you notify BTL that you are dissatisfied with a solution proposed by the Second Points of Contact at paragraph 2.1 above, BTL will escalate your dispute or complaint about invoicing, billing and disconnection to the below listed escalation levels which are specified in ascending order of escalation. BTL will provide you with an update on the escalation of your dispute or complaint, by email to the email address which BTL has on record for your service account at BTL. You may contact the escalation level which BTL has notified you as being the escalation level that is currently handling your dispute or complaint. You may contact the relevant escalation level at any of the email

addresses at paragraph 2.1, but you must ensure that the word “escalation” and the post of the relevant escalation level is included in the subject line of your email. You must not seek to contact a higher escalation level until you have been notified by BTL by email or telephone, that your dispute or complaint has been escalated to that higher escalation level. This ensures efficiency in handling your dispute or complaint and avoids duplication of your effort and BTL's efforts. Each escalation level aims to resolve your dispute within 3 (three) business days of your matter being referred to that escalation level, but the circumstances and complexity of your dispute or complaint may require additional time which BTL will keep you informed of.

The escalation levels (in ascending order) for disputes and complaints concerning billing or invoicing for telecommunication services supplied by BTL, are shown below:

- Senior Accounting Clerk
- Financial Reporting Accountant;
- Financial Controller;
- Chief Financial Officer

The escalation levels (in ascending order) for disputes and complaints concerning payment, payment plans, collection of payment for telecommunication services supplied by BTL, or disconnection of telecommunication services supplied by BTL are shown below:

- Credit Clerk Leads;
- Senior Credit Clerk;
- Credit Manager;
- Financial Controller;
- Chief Financial Officer

- 2.4** Your complaint or dispute concerning invoicing, billing and disconnection is recorded by BTL on BTL's billing system against your service account details, and that record will remain on your service account record until you terminate your service. All other complaints or disputes which are received by email, but not entered on BTL's billing system against your service account details, are stored on BTL's email servers and can where reasonably available and reasonably required, be retrieved by BTL.

3 Referral to the Public Utilities Commission

You may escalate your dispute and or complaint about telecommunications service delivery to the Public Utilities Commission at telecom@puc.bz, if you remain dissatisfied with BTL's solution or proposals for resolution of your dispute or claim after you have utilized paragraph 1 of this Consumer Code. The Public Utilities Commission will use the Public Utilities Commission's dispute resolution procedure to resolve your dispute/complaint. The current dispute resolution procedure of the Public Utilities Commission is the **Complaint (Complaints and Disputes Resolution) Regulations 2022** which is available from the Public Utilities Commission on request.

You may escalate your dispute and or complaint about invoicing, billing and disconnection to the Public Utilities Commission at telecom@puc.bz, if you remain dissatisfied with BTL's solution or proposals for resolution of your dispute or claim after you have utilized paragraph 2 of this Consumer Code. The Public Utilities Commission will use the Public Utilities Commission's dispute resolution procedure to resolve your dispute/complaint. The current dispute resolution procedure of the Public Utilities Commission is the **Complaint (Complaints and Disputes Resolution) Regulations 2022** which is available from the Public Utilities Commission on request.

4 Current Version of Consumer Code, variation etc.

This Consumer Code may be updated, revoked, and or replaced by BTL, from time to time. Any changes to this Consumer Code will be published by BTL at <https://livedigi.com/terms-and-conditions/>. As such, you should check <https://livedigi.com/terms-and-conditions/> for the current version of this Consumer Code.