

SMART'S INTERNATIONAL SERVICES RESTORED

November 24th, 2009—Today at 2:00 AM SMART completely restored its international voice and roaming services to its customers. On Friday, November 20, 2009, Belize Telemedia Limited terminated the circuits that carry international voice and roaming services to Smart's 90,000 customers without providing reasonable notice. Although the service was restored that same Friday night, there were some technical difficulties with the provision of outgoing and roaming calls up until Monday November 23, 2009.

Smart's Network Services staff has been hard at work to address the technical difficulties. We are pleased to inform that an alternative solution has been put in place separate and apart from BTL's network. We assure customers that you will experience the same excellent and cost effective international services that you have come to expect from SMART.

SMART takes this opportunity to thank all our valued customers for their patience, loyalty and support during this time. Please note that all international calls that were made from Sunday 22nd to 23rd, 2009 were free of cost. Calls made after the 23rd of November 2009 will now be billed at the normal rates.

SMART continues to provide excellent quality and efficient service while giving its customers value for money. We encourage all those persons who have not yet made the right switch, to become a part of the SMART family. Thanks for choosing Smart!!!

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