

Equipment Removal by BTL

—26th November 2009—

Smart would like to advise its customers and the public that on Wednesday November 25th, BTL removed an antenna belonging to Smart located on a building in the BTL compound. Because of this action by government controlled BTL Smart customers are currently unable to make or receive international calls and roaming services are inoperable as well. In addition BTL has also disconnected our connection to two key cell towers, one in Lake Gardens, Ladyville and the other at Bennys in Belize City. These disconnections have caused a drastic reduction in the quality of service to our customers in these areas.

These actions by government controlled BTL have once again effectively denied all Smart customers of their ability to communicate freely and in our opinion can only be seen as an outrageous abuse of its dominant position in the industry. The presence of Smart has resulted in lower prices, improved access, wider coverage and the development of the telecommunications industry as a whole.

Smart once again calls on its customers and the public at large to support free competition and the availability of choice in the telecom industry by calling-in to the PUC or visiting a Smart showroom and signing our petition requesting the PUC to intervene and mandate BTL to allow Speednet to reinstall its equipment and restore the connections to the two cell sites at Bennys and in Ladyville. Though you may not be a Smart customer we hereby ask for your support in recognizing the right of all Belizeans to free choice.

We take this opportunity to thank customers for their loyalty and apologize for any inconvenience caused.

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