

Guide to your mio Plan bill

Let us guide you through a sample of a mio Plan bill.

Jane Lim had existing mobile (3G iOne Value), broadband (1500Kbps unlimited) and fixed line services with SingTel.

On 24 January 2007, she signed up for mio Plan and upgraded her mobile line to 3G iTwo Value, and broadband to 3Mbps. She also replaced her fixed line service with mio Voice, retaining her existing fixed line number. Jane received her bill after all her mio Plan services were provided on 8 February 2007.

MIO PLAN GROUP: 00004212

MIO PLAN NO. 00004212

		Amount (SGD)
G mio Plan Subn (SNBB 3MB/3G iTwo Value/Tel)	08 Feb 2007 to 04 Mar 2007	70.58
G mio Plan Subn (SNBB 3MB/3G iTwo Value/Tel)	05 Mar 2007 to 04 Apr 2007	79.05
Total for 00004212		149.63

mio Plan Subn (SNBB 3MB/3G iTwo Value/Tel) – bundled mio Plan at a single monthly subscription fee. mio Plan subscription fees for Feb (pro-rated from start date to 4 Mar) and Mar are being billed.

SINGNET-ID JANELIM

G BroadBand 3MB Unlimited Subn	08 Feb 2007 to 04 Mar 2007
G BroadBand 3MB Unlimited Subn	05 Mar 2007 to 04 Apr 2007

Discounts and Rebates

G Disconnect of BroadBand 1500Kbps Unlimited	08 Feb 2007 to 04 Mar 2007	49.32 -
Total for JANELIM		49.32 -

Refund of paid subscription fee for previous SingNet BroadBand plan.

MIO VOICE NO. 67654321

G Mainline Subscription	08 Feb 2007 to 04 Mar 2007	
G Mainline Subscription	05 Mar 2007 to 04 Apr 2007	
G mio Voice VAS Package (Basic)	08 Feb 2007 to 04 Mar 2007	3.57
G mio Voice VAS Package (Basic)	05 Mar 2007 to 04 Apr 2007	4.00

Discounts and Rebates

G Discount on mio Voice VAS Package (Basic)		7.57 -
Total for 67654321		0.00

MIO VOICE NO. - a home digital line carrying either the retained fixed line or a new mio Voice number.

MOBILE NO. 98765432

G mio Plan 3G iTwo Value Subn	05 Mar 2007 to 04 Apr 2007	
G Caller-ID	05 Mar 2007 to 04 Apr 2007	Free
AutoRoam	05 Mar 2007 to 04 Apr 2007	Free
G Mobile Wallet (Free M-Service)	05 Mar 2007 to 04 Apr 2007	Free
G Local Airtime Call Charge	05 Feb 2007 to 10 Feb 2007	22.13
Incoming	117.9 Min(s)	17.74
Outgoing	29.2 Min(s)	4.39
G SmartMessage (Local)	05 Feb 2007 to 10 Feb 2007	41 Messages
		2.05

Discounts and Rebates

G Free 300 mins Outgoing Calls (Voice/Video only)		4.39 -
G Free 500 SMS		2.05 -
G Free Incoming Call (Anytime, Voice/Video only)		17.74 -
Total for 98765432		0.00

Total for MIO PLAN GROUP 00004212		100.31
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For customers who have retained their fixed line number

TELEPHONE NO. 69876543 (67654321) – The first number is a system generated number, followed by the fixed line number that Jane has retained.

TELEPHONE NO. 69876543 (67654321)

G Local Call Charge	04 Jan 2007 to 01 Feb 2007	480 Unit(s)	3.36
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Discounts and Rebates

G Disconnect of SingTel Telephone Line	08 Feb 2007 to 04 May 2007	24.16 -
Total for 69876543		20.80 -

Call charges before conversion to mio Voice are billed and the paid subscription fee for the retained fixed line is refunded.

GST

GST on 79.51		3.98
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TOTAL CURRENT CHARGES		83.49
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Guide to bill before the start of mio Plan

You may receive a bill in the period during which your application is being processed.

For example, Jane signed up for a mio Plan on 24 January 2007. As mio services are provided progressively, she may receive a bill during the transition period. Her mio Plan subscription will start when all the mio services are fully activated on 8 February 2007.

MOBILE NO. 98765432		Amount (SGD)	
SERVICE GROUP: 00004212			
G mio Plan 3G iTwo Value Subn	24 Jan 2007 to 04 Feb 2007		
G mio Plan 3G iTwo Value Subn	05 Feb 2007 to 04 Mar 2007		
G Caller-ID	24 Jan 2007 to 04 Feb 2007		Free
G Caller-ID	05 Feb 2007 to 04 Mar 2007		Free
AutoRoam	24 Jan 2007 to 04 Feb 2007		Free
AutoRoam	05 Feb 2007 to 04 Mar 2007		Free
G Mobile Wallet (Free M-Service)	05 Feb 2007 to 04 Mar 2007		Free
G Local Airtime Call Charge	05 Jan 2007 to 04 Feb 2007		80.49
Incoming	449.2 Min(s)	67.53	
Outgoing	86.1 Min(s)	12.96	
G SmartMessage (Local)	05 Jan 2007 to 04 Feb 2007	131 Messages	6.55
Discounts and Rebates			
G Disconnect of Caller-ID	24 Jan 2007 to 04 Feb 2007		1.94 -
G Disconnect of 3G iOne Plus	24 Jan 2007 to 04 Feb 2007		9.29 -
G Disconnect of AutoRoam	24 Jan 2007 to 04 Feb 2007		3.87 -
G Free 100 mins Outgoing Calls (Voice/Video only)			8.29 -
G Free Incoming Call (Anytime, Voice/Video only)			39.34 -
G Free 500 SMS			4.15 -
G Free 300 mins Outgoing Calls (Voice//Video only)			4.67 -
G Free 500 SMS			2.40 -
G Free Incoming Call (Anytime, Voice/Video only)			28.19 -
Total for 98765432			15.10 -
Total for SERVICE GROUP 00004212			15.10-
SINGNET-ID JANELIM			
G BroadBand 1500Kbps Unlimited	05 Feb 2007 to 04 Mar 2007		55.24
Total for JANELIM			55.24
TELEPHONE NO. 67654321			
G SingTel Telephone Line	05 Feb 2007 to 04 May 2007		25.00
Total for 67654321			25.00
GST			
GST on 69.01			3.45
<i>(Charges not subject to standard-rate GST 3.87 -)</i>			
TOTAL CURRENT CHARGES			68.59

SERVICE GROUP - Jane's mio Plan application is in progress. Once her mio Plan is activated, this will be shown as **MIO PLAN GROUP**.

Mobile plan was changed from 3G iOne Plus to mio Plan 3G iTwo Value on 24 Jan. Usage is chargeable. Caller-ID and AutoRoam are bundled free with mio Plan 3G iTwo Value.

Refund of subscription on mobile line and Value Added Services charged in Jane's bill.

Subscription fee on existing SingNet BroadBand 1500Kbps Unlimited plan will still be charged. Payment for the period 8 Feb to 4 Mar will be refunded in the next bill.

Subscription fee on fixed line will still be charged. Payment for the period 8 Feb to 4 May will be refunded in the next bill.

If you have any further enquiries, please call our billing hotline at 1688. Our operating hours are Mon - Sat; from 8am to 6pm.