

## General Questions

### 1. What are the changes that will take effect 1 Jan 2009?

With effect from 1 Jan 2009, fixed-line subscription and call charges will be revised. Despite the rising costs in manpower and materials to provide the fixed-line service, SingTel has held off any rate revisions in the last 18 years.

The new subscription and call charges are as follows:

- Subscription will increase by \$10 per annum or 83 cents a month. After GST, the increase is \$10.70 per annum or 89 cents a month.
- Call charges will increase by 0.1 cent to 0.8 cents per 30-second block during peak hours and per 60-second block during off-peak hours. After GST, the new call rate is 0.86 cents.

In keeping with new call traffic patterns, we have revised the peak hours from 8 am to 6 pm to 9 am to 7 pm, Mondays to Fridays. Saturdays, Sundays and Public Holidays remain off-peak.

Current Residential Fixed-line Telephone Rate				
Subscription	\$100/year (w/o GST) \$107/year (w GST)			
Call charge / Time-zone	Peak hrs (per 30-sec block)	0.7 cents (w/o GST) 0.75 cents (w GST)	Mon to Fri	8.00am - 6.00pm
	Off Peak hrs (per 60-sec block)	0.7 cents (w/o GST) 0.75 cents (w GST)	Mon to Fri	6.00pm - 8.00am
			Sat, Sun & Public Holidays	Whole Day

Revised Residential Fixed-line Telephone Rate (from 1 Jan 2009)				
Subscription	\$110/year (w/o GST) \$117.70/year (w GST)			
Call charge / Time-zone	Peak hrs (per 30-sec block)	0.8 cents (w/o GST) 0.86 cents (w GST)	Mon to Fri	9.00am - 7.00pm
	Off Peak hrs (per 60-sec block)	0.8 cents (w/o GST) 0.86 cents (w GST)	Mon to Fri	7.00pm - 9.00am
			Sat, Sun & Public Holidays	Whole Day

### 2. What is the average increase for an average household?

Based on the typical residential customer profile, the average increase is below \$1.50 a month per line.

### 3. Why is SingTel revising the peak hour period?

The new revision is to reflect prevailing call patterns during peak and off-peak hours.

**4. What are the alternatives for customers?**

SingTel offers mio Voice which gives unlimited local calls and free broadband of 256kps up to 50Mb at a subscription of \$16.05/month.

Please check out our website at ([www.singtel.com/mio/mio\\_voice.html](http://www.singtel.com/mio/mio_voice.html)) for more details.

**Price Revision**

**1. For new fixed-line sign-up, what are the price revisions?**

Please refer to the following table for a comparison of the new rates that will be effective 1 Jan 2009.

<b>Residential SingTel Telephone Line Charges</b>	<b>Current</b>	<b>New (from 1 Jan 2009)</b>
<b>One-Time Activation Charge</b>	\$53.50	
<b>Wiring for First 50 Meters</b>	\$53.50	
<b>Minimum Subscription Period</b>	3 Months	
<b>Annual Subscription</b>	\$107	\$117.70
<b>Outgoing Call Charges</b>		
- Peak hours (per 30-sec block)	0.75 cents	0.86 cents
- Off-Peak hours (per 60-sec block)	0.75 cents	0.86 cents
<b>Peak hours</b>	Mondays to Fridays 8:00am – 6:00pm	Mondays to Fridays 9:00am – 7:00pm
<b>Off-Peak hours</b>	Mondays to Fridays 6:00pm – 8:00am  Saturdays, Sundays & Public Holidays	Mondays to Fridays 7:00pm – 9:00am  Saturdays, Sundays & Public Holidays

\* Prices stated above include prevailing GST.

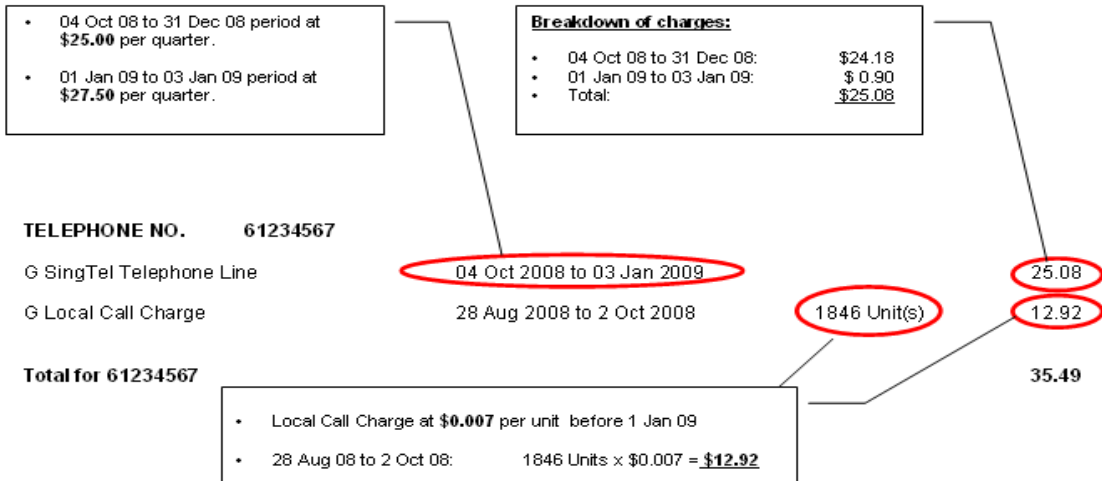
**2. How much more will a customer have to pay?**

The additional annual subscription is \$10.70 (with GST) and the increase in call charge is 0.11 cents per block (with GST), starting 1 Jan 2009.

**3. What are the changes that a customer will see on their October 2008 bill?**

Due to advance billing, residential customers will be charged pro-rated for the Jan 2009 subscription in the October 2008 bill.

## Bill Sample - October 2008



## Services Affected

### 1. Would customers on mio plan with analogue line service bundled, be affected?

No, mio plan customers will not be affected by the change in fixed-line subscription as it is already included in the mio Plan subscription.

However, customers will be affected by the revision in the call charge (0.75 cents to 0.86 cents increase – with GST) and change of peak hours and off-peak hours (from 8am - 6pm to 9am - 7pm).

### 2. Will customers on mio voice be affected?

No, they will not be affected by the rate changes.

### 3. Customers on existing video call and video call on broadband who make a voice call and not video call, will they be affected by the revised rates?

As long as customers make a voice call, they will be charged the revised rates starting 1 Jan 2009. Video call charges and subscription remain unchanged.

### 4. Will customers who have just signed up for a second fixed-line at home and enjoy a 50% discount be affected by the revised rates?

Yes. The 50% discount will now apply to the new subscription, i.e. \$29.43 (with GST) per quarter, so customers will now pay \$14.71 instead of \$13.38. The call charges and peak hours will also be the revised rates starting 1 Jan 2009.

### 5. Will customers on SingNet Dial-up plans be affected?

SingNet Dial up subscription remains unchanged, but the traffic charges (0.75 cents to 0.86 cents increase – including GST) and time-zone (from 8am - 6pm to 9am - 7pm) will follow the new rates.

### 6. What are the services that will be affected by the revision in subscription rates for residential line?

The revision in subscription charges will only affect:

- SingTel Telephone Line Subscription (from \$107/year to \$117.70/year)

**7. What are the services that will be affected by the revision in call charges for residential line?**

The revision in call charges (0.86 cents, with GST) and peak hours (9am – 7pm) will apply to:

- SingTel Telephone Line
- mio Plans (with analogue line service bundle)
- 3C Life, Easy Life and Busy Life Package
- SingNet Dial-up Toll charges
- SingTel Staff Fixed-line Plan

**8. What are the services that will not be affected by the revision in subscription rates for residential line?**

Subscription rates for the following bundled plans will not be affected:

- mio Plan (with analogue line service bundle)
- 3C Life Package
- Easy Life Package
- Busy Life package
- SingTel Staff Fixed-line Plan

**9. Will customers have to pay more when using public phone?**

Public phone call charges will not be affected.

## **SingTel myBill (Telephone Service) Rebate Promotion**

**1. Where can customers apply for myBill/GIRO?**

Please visit [www.singtel.com/myBill](http://www.singtel.com/myBill).

**2. When will customers receive the rebate?**

The rebate will be received in the following billing month during the period Jan 2009 – Jul 2009, if you have successfully activated SingTel myBill account between the period of 1 Oct 2008 to 31 Mar 2009 and have at least one successful GIRO deduction from Oct 2008 to Jun 2009.

**3. Will customers get the rebate if they do not have a Residential Fixed-line Telephone service but wish to sign-up for electronic bill and GIRO for other SingTel services.**

No. This promotion only applies to customers with Residential Fixed-line Telephone service who sign up for electronic bill and GIRO.

**4. Will customers enjoy the promotion if they have a Residential Fixed-line Telephone service and have already activated myBill service but not paying myBills via GIRO?**

If the electronic account was activated from 1 Oct 2008 to 31 Mar 2009, customers can apply for GIRO before 1 Apr 2009 and upon the first successful GIRO deduction before Jun 2009, they will enjoy this promotion.

**5. Will customers with 2 Residential Fixed-line Telephone services under the same account (that meets the required conditions) enjoy a \$10 rebate per line?**

Yes, customers you will enjoy a one-time \$20 rebate for 2 Residential Fixed-line Telephone services in your account.

**Note:** For more detailed FAQ and T&C information on the myBill (Telephone Service) Rebate Promotion, please visit [www.singtel.com/myBill](http://www.singtel.com/myBill).