

GENERAL INFORMATION

1. Documents For Verification

- a) For application under personal name
 - Singapore Citizen or Permanent Resident - NRIC or Passport;
 - Non-Citizen or Permanent Residents - Work Permit , Employment Pass, Social Visit Pass, Student Pass or Dependant Pass (with at least 6 months validity to date of expiry).
- b) For application under company's account - Business Registration Certificate or Certificate of Incorporation, Company Stamp, an application form duly completed, and signed by the Authorised Officer.

2. Deposit

A minimum deposit of \$200 per line payable upon application is required for Foreigners with Work Permit, Social Visit Pass, Student Pass/Dependant Pass. Deposit for Dependant Pass may be waived if the person (usually a spouse/parent) shown in the Dependant Pass acts as a guarantor. The guarantor must sign a letter of undertaking in presence of the Customer Service Officer. The passports of both dependant and guarantor must be valid for more than 6 months.

3. Mode of Service

Customer may opt for the following services:

- Normal service is provided within 5 working days upon confirmation by Sales Office,
- Express Service which is provided at 1.5 times normal rate and within 2 working days upon confirmation by Sales Office or
- Super-Express Service which is provided at 2 times normal rate and within 6 working hours upon confirmation by Sales Office.

4. Internal Wiring

The customer may engage either SingTel or Infocomm Development Authority of Singapore (IDA) registered contractors to carry out the wiring at the customer's premises..

5. Visit and Cancellation Charges

A visit charge of \$50 will be levied for any visit to Customer's premises at Customer's request. A cancellation charge will be levied for the cancellation of an order. The charge is \$20 if no visit is made to the Customer's premises and \$50 if a visit has been made. For cancellation of internal wiring during the visit to customer's premises, a charge of \$50 will be levied.

6. Unlisted Telephone Number in the Singapore Phone Book and Telex and Fax Directory

An unlisted telephone number is one that is not listed in the Singapore Phone book and Telex and Fax Directory (for telephone line connected to a facsimile machine), not available through service number "100", but is subject to disclosure for crime investigation and law enforcement purposes. A customer may request for his telephone/fax number to be unlisted at a charge of \$20 per annum plus a one-time administrative fee of \$20. A customer may also request for free CNND (Calling Number Non-Display) together with his request to unlist his telephone/fax number.

7. Reservation of Telephone Number

Applicants who have been allocated a telephone number but who choose not to install the telephone line immediately may reserve the allocated telephone number. There is no reservation fee for the first month from the date of allocation. After the first month, a reservation fee of \$30 per number per month, or part thereof, will apply.

8. Takeover of Telephone Line

A transfer fee of \$20 will be levied on the applicant who takes over the line. The applicant/authorised person understand and accept responsibility for all outstanding charges in respect of Service incurred by the transferor before the date of the transfer.

9. Availability of Resources

The telephone number(s) indicated or allocated, if any, is/are subject to resource availability. The telephone number(s) is/are confirmed upon line activation only.

10. Singapore Phone Book Listing

A residential telephone line registered under personal name will be listed against the surname underlined by the applicant. For a company subscribing to residential telephone line for use by its officers and employees, please state the name of user (if required) which is to appear in the Singapore Phone Book in the "Remarks" box of this form. Listing in the Yellow Pages or Chinese Singapore Phone Book should be made on the prescribed Directory Listing Form which is available on request.

11. Goods and Services Tax (GST)

All prices quoted are subject to change and prevailing GST rate