



HOME DIGITAL LINE

What kind of calls can I make with Home Digital Line?

With Home Digital Line, you can make unlimited local calls to any fixed or mobile telephone line from SingTel or other operators such as M1 and StarHub.

Most of the services which are available on your existing SingTel Telephone Line are available with the new Home Digital Line.

What are the Value-Added Services (VAS) available for the new Home Digital Line service?

You can choose from the following VASes for your Home Digital Line:

A) Call Plus Pack at \$6.42/mth:

- Caller-ID
- Call Waiting
- Call Forward
- 3-Way Calling
- VoiceMail

B) Call Privacy Pack at \$6.42/mth:

- Caller Non-ID
- Caller-ID
- Call Waiting
- 3-Way Calling
- Unlisted Number Service

c) Basic VAS Pack at \$4.28/mth:

- Caller-ID
- Call Waiting
- Call Forward
- 3-Way Calling

D) Ala-carte Individual VAS/s at \$2.14/mth each:

- Caller-ID
- Call Waiting
- Call Forward
- 3-Way Calling
- Do-Not-Disturb
- Voice Mail
- Caller Non-ID
- Phone Lock

If I am an existing SingTel Home Line user, can I retain my current number on the new Home Digital Line service?

Yes, you can retain your existing SingTel Home Line number onto your new Home Digital Line.

Can I request for new Home Digital Line numbers?

Yes, you can. If you request for a new number, you can select numbers from Home Digital Line number ranges.

Can I retain my existing SingTel Home Line number from other operators?

Yes. To retain your existing SingTel Home Line number, you need to subscribe for our Number Retention Service which is offered to all customers for free.



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What is Number Retention Service?

Number Retention is a service which allows you to keep your existing SingTel Home Line number when you switch to SingTel's new Home Digital Line service.

How will I be billed for my new Home Digital Line subscription?

Your bill will be sent to you at the end of each month. Depending on your request, there may be one-time charges incurred at point of sign up (e.g. connection charge, on-site service charge) or installation (Wiring charge, material charge etc.).

Can Home Digital Line make outgoing and receive incoming overseas calls from overseas operators? If yes, any additional charges?

Yes. Incoming overseas calls are free. Whereas outgoing overseas calls will be charged at the same as existing rates.

Can I retain my existing business SingTel Home Line phone number if I subscribe to Home Digital Line service?

No, SingTel's Home Digital Line is currently only available to residential customers.

Will my current telephone set work with Home Digital Line service?

In general, most IDA certified telephone sets should work with Home Digital Line.

Can Home Digital Line work on the old rotary telephones?

No.

My house is wired with home security alarm system from ADT/CISCO. Can these alarm systems work on Home Digital Line ?

We strongly recommend that you keep your current SingTel Home Line service to work with your home security alarm system. It is not recommended to connect your current alarm system to work with Home Digital Line service. Nevertheless, you can subscribe to Home Digital Line service separately to enjoy the unlimited local calls.

Does Home Digital Line service support pulse-dialing telephone sets?

No, you cannot make any outgoing or receive incoming calls in the event of a power failure. You may like to fall back on your mobile phone when this occurs.

Will making voice calls while surfing the Internet compromise the service quality of the two services?

Our system network is built to support both voice & Internet data traffic simultaneously. The service quality of both services should not be affected under normal conditions.

Does Home Digital Line support answering machines or similar devices?

Yes, Home Digital Line supports answering machines. However, we would recommend you refer to your equipment vendor for more information.

Alternatively, you can subscribe to our VoiceMail service. For more information, please call our Hotline at 1688.



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Does Home Digital Line support faxing?

Yes. Fax on Home Digital Line is supported if you are using the following models:

- Brother (FAX-717)
- Canon (B820, M338 & MF4370)
- HP (Officejet J3508)
- Lexmark (X5650 & Pro905)
- Panasonic (KX-FL422, MB772, MB2030)
- Ricoh (4430NF)
- Sharp (UX-P410)

You are recommended to make the following configurations:

1. Keep the fax below 20 pages
2. Reduce the speed (baud rate) of the machine to 9.6kbps
3. Disable the “echo canceller” in the fax machine setting
4. Tick “VOIP” if there is such an option

If you need any assistance on the hardware configuration or compatibility information of the fax machine, please consult your fax machine vendor. Do note that faxing to overseas number is subject to recipient’s network.

My fax machine is not working with Home Digital Line, what can I do?

Please check if your fax machine is supported. Alternatively, you may wish scan the document and send via email instead.

Does Home Digital Line work with PABX and key-phone / key-telephone systems?

No.

CHARGES

Is there any additional charges if I retain my current number as SingTel Home Line?

No. There are no additional charges if you port your current number to Home Digital Line.

Will I incur any additional usage charges if I subscribe to Home Digital Line?

No. You can enjoy unlimited local calls at 1 fixed monthly subscription fee. IDD rates are billed for overseas calls as per current practice.

APPLICATION & TERMINATION

What is the minimum subscription period?

The minimum subscription period for the main Home Digital Line and supplementary Home Digital Line is 6 months.



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How long does it take for Home Digital Line to be activated?

Under normal circumstances, it'll be activated within 4 working days. However, due to the service line condition or location, it may take about 1 month or longer for the Service to be activated.

Is there any penalty if I terminate Home Digital Line within the contractual period?

Early Termination Charge applies if termination is within the contractual period.

EQUIPMENT

Do I need to keep the ONT powered on at all times?

Yes, you will need to keep ONT the ONT powered on at all times. Home Digital Line will not work if you switch it off or when there is a power failure.

Does the ONT have standby power back-up?

No, ONT does not have standby power back-up. You will not be able to receive incoming and make outgoing calls in the event of a power failure.

For customers who are concerned about power-related disruptions, you may want to consider installing a back-up power option such as Uninterruptible Power Supply (UPS) unit. The UPS unit will provide back-up power in the event of power failure, thus ensuring that there will be no service disruption for Home Digital Line.

Nevertheless, you can still make calls using your mobile phones in the event of a power failure.

What should I do if my phone has no dial tone after installing?

Please do a check on the following areas:

The phone is connected to the blue and red voice ports via RJ11. If you have subscribed for 1 Home Digital Line service, it should be plugged onto the red port. If you have signed up for a secondary line, it should be plugged onto the blue port. Ensure the ONT is powered on i.e. the indicator should be green.

How do I know if the ONT is working?

When you power up the ONT, all the LED lights should start to blink one after the other. In its operationally ready state, the lights would turn solid green. Then plug your home phone into the telephone jack at the back panel of the ONT, you should hear a dial tone after a short while. You can start making outgoing and receiving incoming calls once you hear the dial tone.

What should I do if I lose the ONT or information such as System IDs?

Please report the loss immediately to our Customer Service Hotline at 1688. This is important as you are liable for any call charges incurred until you report the loss to us.

Will powering up ONT at all times consume a lot of electricity?

ONT is a low-power device, so it consumes very minimal electricity. Typical power consumption is below 14 watts, which will cost less than \$2.85 per month (estimation calculated from SP Services).



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