



Frequently Asked Questions

1. What is my mailbox number?

Your mailbox number is your 8-digit mobile phone number.

2. What number do I dial to access my mailbox?

Please dial 1389.

3. Can I deposit a VoiceMail message while I'm roaming?

We do not recommend you to deposit a VoiceMail message when you are roaming because of potential incompatibilities between the operators' systems.

4. How can I access my VoiceMail mailbox when I am overseas?

Please dial +65 96301389 to access your mailbox when you are overseas.

If you're in Malaysia, please dial 02 96301389.

Please note that roaming charges apply.

5. How long will my VoiceMail message be kept in my mailbox?

A VoiceMail message will be kept in your mailbox for 7 days, after which the message will be automatically deleted.

6. Can I identify an incoming call made via the Call Return feature?

Yes. The number displayed on your mobile phone will be the caller's mobile number.

7. Does the caller need to be a Singtel Mobile subscriber in order to leave a VoiceMail?

No.

8. Can I do a Call Return to a fixed line phone (e.g. PABX telephone)?

Yes.

9. Will there be additional charges for Call Return?

No. You will however be charged for the airtime when accessing your voice messages and making phone calls.



10. Are there any charges for VoiceMail?

Airtime charges apply when:

- You are accessing your VoiceMail mailbox and retrieving your voice messages.
- Your caller starts hearing the VoiceMail announcement until he/she finishes depositing a voice message. (Note: the caller is also charged airtime).
- You utilise the Call Return feature and is connected to your recipient or is diverted to your recipient's VoiceMail mailbox.

Roaming charges apply when:

- You access and retrieve your voice messages from overseas.
- Your callers leave you a voice message when you are overseas.

Call Forward:

- You will be charged standard outgoing airtime charges for a missed call diverted to your VoiceMail.

11. What will I hear after doing a Call Return, i.e. after pressing [#]?

You will hear a ringing tone. If the call is unsuccessful, there will be an announcement. When the call is terminated, the system will route you back to the VoiceMail access menu.

12. Can a Call Return be made before the deposited message has finished playing?

Yes, you may press 0 at any time to go to the Call Return option. Press [#] when prompted.

13. How do I change my VoiceMail mailbox pin?

Step 1: Dial 1389 to access your VoiceMail mailbox and enter your current pin.

Step 2: At the main menu: Press 3 to change the mailbox settings.

Step 3: Press 2 to set pin.

Step 4: Press 1 to change pin.

Step 5: Enter your new pin followed by the # key. Your new pin should be 4-7 digits and is not easily identifiable.