



## **Frequently Asked Questions**

### **Q1: What is SMS Plus?**

SMS Plus is a service which offers 3 key features:

- 1) SMS Out-of-Office (Autoreply): You can send a personalised SMS or predefined SMS reply automatically to your senders when you are busy or unable to answer incoming messages.
- 2) SMS Divert: You can divert your incoming SMS to another phone or email when you have forgotten to bring your phone.
- 3) SMS Copy: You can copy your incoming and/or outgoing SMS to a maximum of 5 other phones/emails.

### **Q2: Why is Singtel terminating this service?**

We constantly review our mobile add-ons to improve our products and services. As part of the review, we will be discontinuing SMS Plus, due to the lack of demand for this service with the proliferation of the use of messaging apps.

### **Q3: When is Singtel closing this service?**

We will be discontinuing SMS Plus with effect from **31 October 2020**.

### **Q4: How will this closure affect me?**

The SMS Plus service will cease from 31 October 2020 and you will no longer be able to use the service. If you are on a monthly subscription for SMS Plus, it will also cease in October 2020 and your bill will be prorated in accordance to your billing cycle.

### **Q5: Will this closure affect my other services with Singtel?**

Please rest assured that your other services with Singtel will not be disrupted.

### **Q6: If I am on a monthly subscription, can I terminate this service before closure date?**

If you no longer require this service, you may terminate via My Singtel app > Manage Add-ons > SMS Plus > Unsubscribe, or call 1688. Before terminating, please remember to reset your SMS Plus service settings by turning off each SMS Plus feature.



**Q7: How do I reset or turn off the SMS Plus service settings?**

Dial \*767 to manage your settings. A message listing 3 features will be sent to you via SMS.

- Reply "1" for SMS Out-of-Office
- Reply "2" for SMS Divert
- Reply "3" for SMS Copy

After you have replied with the number that corresponds to your desired feature, a new message listing your options will be sent to you.

- Reply "1" to setup
- Reply "2" to turn off
- Reply "3" for status enquiry
- Reply "4" for info

For example, to turn off SMS Out-of-Office, dial \*767 > Reply "1" > Reply "2".