



## **Frequently Asked Questions**

**1. What number do I dial to access my mailbox?**

Please dial 1389.

**2. What is my mailbox number?**

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

**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?**

Your 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 minimum 6 digits and is not easily identifiable.

**14. Will I get notified on failed PIN attempt tries for Singtel Voicemail?**

SMS will be sent to notify users on 3 failed PIN entry attempt on Singtel Voicemail.