

## Frequently Asked Questions (FAQ) – PHOENIX TALK

1. Is Phoenix Talk free to download and register?
  - a. Yes. It is absolutely free to download and register.
2. Will I need to register for this service if I am an existing 1516 customers?
  - a. Yes. You may submit your request to us via email, fax or mail.
3. Can I apply for Phoenix Talk service if I am not a Phoenix 1516 IDD customer?
  - a. No. You need to register as a Phoenix 1516 IDD customer first to subscribe to Phoenix Talk service.
4. Can I make a call from PC to PC (PC2PC) using Phoenix Talk?
  - a. You can make a PC2PC call using your existing Google account (Gmail).
5. Can I make a call from PC to other Phone with IVR system?
  - a. Yes. Just for normal conversation over the phone. However, there is no keypad available for Phoenix Talk. So you are unable to make call to **Interactive Voice Response (IVR)** system that required any keying action.
6. Can I use iPhone and BlackBerry to make calls for this service ?
  - a. No. Due to Apple and Blackberry has blocked Google Voice application.
7. Do I get charged for busy, unanswered calls?
  - a. Unanswered calls are not charged. However, if a voice mail, fax machine, computer or answering machine answers the call, it'll be considered as a connected call and charges apply.
8. Can I have a verification code of my choice?
  - a. No. The verification code is randomly generated by our system and requires one- time verification only.
9. How many characters can I send in each SMS ?
  - a. Our system does not limit how many characters you want to send. However, the limit on number of SMS characters in each SMS is dependent on the receiver's mobile service provider.
10. Can I send SMS in other foreign languages?
  - a. Yes. Just make sure the recipient's mobile phone has foreign language capabilities.
11. When do I make payment?
  - a. Phoenix Talk is a post-paid service. We will send you a monthly bill. You'll make payment via your chosen mode of payment as indicated on your application form.
12. Does Phoenix Comms impose any surcharge?
  - a. There's no surcharge when you dial PC-to-Phone.
13. Will I receive a separate invoice?
  - a. Phoenix is a post paid service. Phoenix Talk charges will be incorporated into your PhoenixComms monthly bills.

14. How much do I pay for this service?
  - a. All PC2P calls are charged same as Phoenix 1516 IDD published rates. All international or local SMS are charged at S\$0.08 per SMS.
  
15. Can I register a different Google account with the same Mobile number for Phoenix Talk?
  - a. No. We do not allowed repeated registration of Google Talk account (Gmail) or mobile number upon registration.
  
16. What happen if I have problems downloading Google Talk client software?
  - a. You need to contact Google directly because Google provides the software.
  
17. What happen if I have any issues related to PC-to-Phone calling and SMS enquiries?
  - a. Please call our Phoenix Custcare at 65-6838-1516.