

CONSUMER GUIDES

a guide to consumers of electronic
communication services

Fixed Telephony



📞 Subscribing to a fixed telephony service provider

Who will I be calling most?

How often will I be using the phone and at what time of the day?

Will I be calling fixed or mobile, local or international numbers most?



These questions will assist you in choosing the service that best suits your needs.



Types of fixed telephony services you may choose from

Public Switched Telephone Network (PSTN)

- PSTN refers to the **traditional telephone system**;
- This system **does not require mains electrical power** supply. **HOWEVER**, cordless phones still require electrical power supply to recharge and operate.

Voice over Internet Protocol (VoIP)

- VoIP is a technology that **carries calls over the Internet** and not through the telephone system;
- An ordinary phone is still used to make calls;
- This system **requires mains electrical power** supply in order to work;
- A power battery back-up or an **Uninterruptible Power Supply (UPS)** will be required to ensure continuity of the service in the event of power cuts.

Uninterruptible power supply: a device that provides a supply of electrical power to particular equipment when the mains electrical power supply is not available.



Both offer a variety of subscriptions and tariff plans

Types of subscriptions and tariff plans

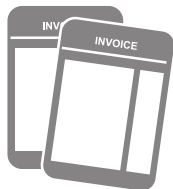
Pre-Paid

- Service is **paid for in advance**;
- Credit can be purchased through **top-up cards** or **other methods** offered by the service provider;
- Top-up cards may have **specific time windows** in which credit could be used.



Post-Paid

- Service is **paid for following receipt of bill**;
- Bills normally cover the **line rental**, the **tariff plan access** fee (if any), the **calls made** and the **services** subscribed to. Bills are usually issued every one or two months.



Tips when selecting your fixed telephony service provider

- Consider which service provider the people you intend to call the most are subscribed to. Calls made to a number operated by your potential service provider (**on-net calls**) **may be cheaper**.
- Be mindful that service providers may adopt various charging methods such as:

- Per second**
- Per minute**; or
- Per pulse**

For example: If 1 Pulse = 5 minutes
Should your call last less than 5 minutes, you will still be charged for 1 pulse. The time equivalent to a pulse varies from one operator to another.

You may also be charged a fixed amount as soon as you place a call (**call set-up charge**), and then be charged per second, or minute, or pulse thereafter:

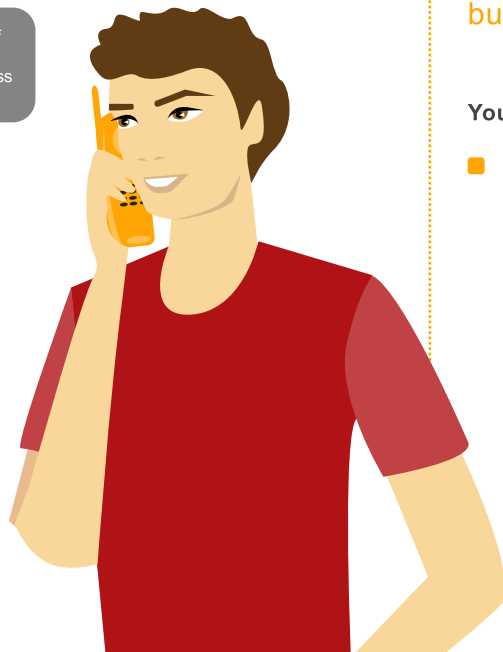
- Set-up charge + per second/minute/pulse = cost of call**

Service providers may offer free talk time and charge a set-up fee on each and every call:

- Set-up charge + free talk = cost of call**

- Take note of the **call charges** during the different **time-bands**: **Peak**, **Off-Peak** and **Night-time** hours. Calls made during off-peak and night-time hours tend to be cheaper than those during peak hours.

Peak: the period of heaviest use of the telephone service.
Off-peak: refers to those hours of less frequent use of the service.



Number Portability

Do you want to change your service provider but keep your existing fixed line number?

You can do so with fixed line number portability (porting).

■ Before porting

- If you are a **Post-Paid customer**; settle any outstanding bills with your current service provider.
- If you are a **Pre-Paid customer**; check whether any unused credit will be lost when porting.
- If your fixed line number has an ADSL broadband Internet service and/or **Carelink** service attached to it, these services would need to be terminated before applying for porting.

Carelink: a type of telephone alarm system working through a telephone set.

■ While porting

- Visit an outlet of the fixed line service provider you would like to subscribe to and take with you:
 - **I.D. card or passport**, and
 - Copy of **recent bill or statement**
- Fill in the porting form and **the new service provider will carry out the porting** on your behalf.

■ After porting

- This process should **not take longer than 5 working days** (*exceptions may apply*);
- When you port, you are **tied** to your new service provider **for a period of 2 months**.

Do you want to know which service provider a particular number is subscribed to?

Call **180** from a fixed line telephone and dial the number you would like to check. This service is free of charge.



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