

## **Frequent-Asked-Questions for Netpluz IDD Service**

### **Q1. What is 1551 service?**

A1. 1551 service is a Netpluz international direct dial call service to destinations worldwide excluding Singapore.

### **Q2. How can I register for 1551 service?**

A2. Please fill out the application form with the numbers that you would like to register under 1551 service. The numbers can be your fixed or mobile phone numbers. Once the numbers are registered, you can make overseas calls using the registered number. You will be required to fill out the GIRO form and email the 2 forms to [custsvc@netpluz.asia](mailto:custsvc@netpluz.asia).

### **Q3. How long does it take to activate 1551 service?**

A3. If your application is approved, the service will be activated within 3 working days.

### **Q4. How do I use the 1551 service to make international calls?**

A4. There are 2 ways to make international calls.

- I. User who registered their number (No pin given) Dial 1551 + Country code + Area code + Telephone number
- II. Users who do not wish to register their number (Pin is given) Dial 6225 1551. Users are required to enter pin. Once the correct pin is entered, the user will then dial the overseas number.

### **Q5. Is 1551 service a pre-paid or post-paid service?**

A5. 1551 service is a post-paid service.

### **Q6. Who do I call if I have a question or wish to report call issues relating to the 1551 service?**

A6. You can call the following toll-free number 1800 6387589 (NETPLUZ) or 6805 8904

**Q7. Can I use 1551 service when I am oversea?**

A7. No, 1551 service can only be used in Singapore to call overseas number.

**Q8. Can I use a pin to make 1551 call?**

A8. Yes. In 1551 service under 2-stage dialing, user will be prompted to enter pin before calling to the overseas number.

**Q9. Can I use 1551 service to call Singapore number?**

A9. No. 1551 service can only be used to call overseas numbers.

**Q10. How will I be charged if I use 1551 services on my telephone?**

A10. You will only be charged for 1551 usage. For charges please refer to the call rates provided.

**Q11. How are 1551 calls charged?**

A11. Calls are charged in a 6-second block.

**Q12. When do I receive my bill for 1551 service?**


A12. Bills will be emailed to 1551 service users on the 1st day of every month.

**Q13. What is the payment mode accepted?**

A13. GIRO is the only payment mode accepted for this service, please fill in the GIRO form together with your application form and email back to [custsvc@netpluz.asia](mailto:custsvc@netpluz.asia).

**Q14. How do I fill in the GIRO form?**

A14. Please fill out part 1 of the GIRO form and leave the Netpluz Asia's Bill Account Number blank. Screenshot below for your reference.



APPLICATION FORM SAMPLE

Customer Service Hotline: +65 6805 8982

### Application Form for Interbank Giro

**Part 1** To be completed by applicant. Please return form to Netpluz Asia Pte Ltd.

Date (dd/mm/yy) <div style="background-color: yellow; width: 20px; height: 20px; display: inline-block;"></div>	Name & Address of Netpluz Asia's Customer <div style="border: 1px solid black; height: 100px;"></div>
To: Name of Bank <div style="background-color: yellow; width: 100%; height: 20px;"></div>	
Branch <div style="background-color: yellow; width: 100%; height: 20px;"></div>	
Netpluz Asia's Bill Account Number (1 account per form) <div style="background-color: yellow; width: 100%; height: 20px;"></div>	

a) I / We hereby instruct you to process Netpluz Asia's instructions to debit my/our account.  
 b) You are entitled to reject Netpluz Asia's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.  
 c) This authorisation will remain in force until terminated by your written notice sent to my/our address last known to you or upon receipt of my/our written revocation through Netpluz Asia Pte Ltd.

My/Our Name(s) As In Bank Account <div style="background-color: yellow; width: 100%; height: 20px;"></div>	My/Our Contact (tel/fax) Number(s) <div style="background-color: yellow; width: 100%; height: 20px;"></div>
My/Our Bank Account Number <div style="background-color: yellow; width: 100%; height: 20px;"></div>	

**Please remember to sign in this box.**

Please impress your thumbprint clearly if your bank account is operated by thumbprint.

My/Our Signature(s)/Thumbprint(s)/Company Stamp (as

**Q15. Do I need to pay any registration fees or monthly subscription?**

A15. No. This is a pay-per-use service.

**Q16. Is there a minimum charge for 1551 service?**

A16. There is a minimum charge of \$2.

### Q17. Will the billing indicate individual numbers for the charges?

A17. Each of your registered phone number PIN number will be assigned with a user number. Charges will be grouped by user number and registered phone or called number. You may refer to the sample invoice below.



INVOICE SAMPLE

**Netpluz Asia Pte Ltd**  
 (Co. Reg. No: 201504939N)

380 Jalan Besar #07-09 ARC380  
 Singapore 209000  
 Mainline: (65) 6805 8998  
 Support Line: 1800 NETPLUZ  
[www.netpluz.asia](http://www.netpluz.asia)

Tax Invoice GST Reg No.:201504939N

To the Accounts Department : ABC Pte Ltd Blk 1000 Ang Mo Kio Ind Park 0 #01-0001 & 01-0002 Singapore 888888 Singapore 888888		<b>Due Date</b> Oct 30, 2022							
		<b>Please Pay</b> S\$ 2.00							
Account No.	500000001	Bill No.	2000005	Bill Date	Aug 01, 2022	Deposit	0.00	Page	1 Of 3
Billing for 1551 IDD Service (Transactions from Jul 1, 2022 to Jul 31, 2022)									Amount ( S\$ )
Balance B/F from Previous Bill									3.73
Thank you for your payment:									
On Jul 19 2022 GIRO DD 19/07/22									(3.73)
Outstanding Charges									0.00
<b>Date</b>	<b>Time</b>	<b>Country</b>	<b>Destination</b>	<b>Duration*</b>	<b>Rate</b>	<b>Call Charge</b>			
For User No. 10000000000000001									
Register No. 61234567									
Jul 1, 2022	09:37:03AM	MALAYSIA	6077654321	00:00:48	R	0.0960			
Jul 6, 2022	10:21:58AM	MALAYSIA	6077654321	00:05:54	R	0.7080			
Jul 8, 2022	09:15:57AM	MALAYSIA	6077654321	00:00:12	R	0.0240			
Jul 15, 2022	04:59:02PM	MALAYSIA	6077654321	00:00:30	R	0.0600			
Total Charges for User No. 10000000000000001									0.8880

### Q18. For users with PIN numbers, will individual PIN number be shown on the bill to identify the user?

A18. PIN and user's name will not be shown in one invoice. It will show which numbers were used to call out to the destination number.

Do not hesitate to contact us ([contact@netpluz.asia](mailto:contact@netpluz.asia)) if you have other questions.

Thank you.

(Updated as of 29 May 2023)