

R Tone

- 1 **How to subscribe?** if you are interested in R Tone services, please call 6748 1737 for more information. We will assign our account manager to assist.
- 2 **Any trial period?** if you are sceptical about R Tone and you would like to try our services while you travelled, please ask your account manager for loan set of R Tone mobile to try out.
- 3 **What are the subscription plan and contract?** Since R Tone has Digit Level 3 mobile number attached, this services comes with 6 month contract with three different types of service plans to cater your needs
- 4 **Fee for early termination contract.** Yes, there is early termination contract penalty. Penalty would be your left over months of 6 month contract
- 5 **Call distortion** Our voice quality depends on your 3G or 4G reception. If your reception is not good, you can always look for Wi-Fi to make calls as well.
- 6 **Call charge when start ringing or the other party pick up?** You will need to pay only connected calls.
- 7 **What if I change my phone?** Since we tag to your PSTN mobile number, it is okay to change your smart phone. Simply down load again to your new smart phone with password and ID. Alternatively, you can always call your account manager (AM) to assist you on this.
- 8 **What if I lost my phone?** Please call our HOT line number at (+65) 6748 1737 to suspend and please call your AM to assist for next steps
- 9 **How much data will it consume?** Our voice call consume very little data. 1000 minutes of your voice call will consume roughly 500 MB.