



# Introduction of CHATCHAT IDD1526

call: (65) 6838 1526  
email: [1526@chatchat.com.sg](mailto:1526@chatchat.com.sg)

# Shinetown Telecom Profile

*Shinetown Telecom* is a licensed international communications operator specializing in providing a wide range of customized, competitive and high quality communications products and services.

Established in 1997 and headquartered in Hong Kong, we have four main offices operating in Hong Kong, Singapore, Australia and Taiwan. From these offices, we are connected with telecom operators and service providers in the region and around the world to bring quality services to our customers.

Shinetown Telecom Group delivers vital technology for business and life. The company's solutions spans from telecommunications, both local and global services to personalized services for consumers, enterprises and small and medium business.

Our diligence constantly fuels invention of products, solutions and new technologies, so that we can better serve customers and enter new markets. We constantly developed and deliver technology solutions that drive business value, create social value and improve the daily lives of our customers.

Shinetown Telecom Singapore Pte Ltd was established in Singapore in Apr 2000. Our sole aim is to provide cost efficient and valuable alternatives for making local/ international calls and other international services.

Our wide-ranging list of products and services are as follows:  
IDD1526 Service, International Roaming Service, International Divert, International Toll Free Service, International Lease Line, Conferencing Services: Audio, Net and Video, Payphones and Data Services.

This includes a complete offering of solutions and personalized services. We constantly collaborate with vendors and partners to pursue the best but cost effective services – partnering with them to apply the right technology to suit everybody's needs so that we can achieve greater stability through simplicity.

We believe that in today's world, communications is about "converging people" from different continents and "converging business" globally.

Shinetown Telecom will strive to be an economic and social asset to communities in which we provide our services. We believe that the highest standard of honesty and integrity is critical to developing loyalty and building lasting relationships. The betterment of our society is not a job to be left to a few, but it is a responsibility to be shared by all.

# Key Development Milestones

1997	Shinetown Telecommunication Limited was established in Hong Kong.
1998	Obtained the "Private Payphone Service Provider" license in Hong Kong. Launched our "Moneyphone" payphone services in Hong Kong.
1999	Obtained the "External Telecommunications Services" license in Hong Kong. Launched the "CHAT CHAT Smart Phonecard" service in Hong Kong. Launched the world's first VISA Cash Desktop Payphone in Hong Kong.
2000	Shinetown Telecom (S) Pte Ltd was set up in Singapore. Launched of our "CHATCHAT" brand International calling card in Singapore.
2001	Launched IDD1526 service and customized phone cards for the different market segments in Singapore. Became the largest private payphone service operator in Hong Kong.
2002	With our key focus on the Indonesian market, we established our own Point of Presence (PoP) in Indonesia, together with our strategic local partners.
2003	Launched our international wholesale voice business and interconnected to more than 200 telecom carriers worldwide to enjoy better route costing and diversity. Acquired Gridtel Technology Limited as part of our strategic backward Integration initiative.
2004	Established strategic alliances with key local partners in Thailand, Pakistan and Philippines to ensure quality voice termination into these countries.
2005	Launched Callback services in Singapore
2006	Became leading International calling card provider market in Singapore. Shinetown Telecom Australia Pty Ltd. was set up in Sydney, Australia.
2007	Shinetown Telecom Taiwan Pty Ltd was set up in Taiwan. Commenced our MVNO service in Hong Kong. Launched "Chat Chat Smile" prepaid SIM card. Established our retail shop and customer service centre in Hong Kong.
2008	Launched "simPATI Kangen" prepaid SIM card & "Mobile Wallet" in collaboration with Telkomsel, CSL and BNI in Hong Kong. Launched WebSMS and WebCallBack service in Singapore.
2009	Launched TravelCard at Cheers outlet in Singapore. Launched On-Demand International Roaming in Singapore.
2010	Celebrating the 10 <sup>th</sup> anniversary in Singapore. 10 <sup>th</sup> anniversary lucky draw.
2011	Launched eLoad Service and <a href="http://www.eload.com.sg">www.eload.com.sg</a> . Launched CHATCHAT iPhone App.

# Regional Coverage

- **Shinetown Telecommunications Limited**

Unit 1-16, 20/ F, Corporation Park  
11 On Lai Street, Shatin  
Hong Kong

Website: [www.shinetown.com.hk](http://www.shinetown.com.hk)

- **Shinetown Telecom (S) Pte Ltd**

27A Tanjong Pagar Road  
Singapore 088450

Website: [www.shinetown.com.sg](http://www.shinetown.com.sg)

Website: [www.chatchat.com.sg](http://www.chatchat.com.sg)

- **Shinetown Telecom Australia Pty Ltd**

Level 8, Suite 802  
368 Sussex Street  
Sydney NSW 2000

Website: [www.shinetown.com.au](http://www.shinetown.com.au)

- **Shinetown Telecom Taiwan Pty Ltd**

NO. 753, Jung-Jeng Road  
Shulin City  
Taipei Country 23868, Taiwan

Website: [www.shinetown.com.tw](http://www.shinetown.com.tw)

# CHATCHAT IDD1526

**CHATCHAT IDD1526** service is a quality IDD product that is specially designed for both corporate and individual users. Being one of the largest IDD operators in Singapore, we are interconnected with all the PSTN and Mobile network operators in Singapore.

This allows all our registered users to dial directly using the prefix “1526” followed by the overseas number from their office lines, home lines, mobile lines or fax lines from any operators.

Just Dial,



Among the customers that we have, many are MNC or leaders in their own industries who rely on our quality services to “converge” their business globally. In order to provide flexibility in our services, we have designed different service packages to satisfy the different needs.

## CHATCHAT IDD1526 Features

**CHATCHAT IDD1526** service offers a range of value added features to enhance user’s control and flexibility in using the service. Some of the features are so unique yet useful that we probably are the only few operators that providing them in Singapore.

The following are the list of the features:

- *Password Protection*
- *Local CallBack Service*
- *International Roaming Service*
- *On-Demand International Roaming Service*
- *International Callback & SMS Callback Service*
- *Online Account*
- *Web Callback Service*
- *Web SMS Service*
- *VIP Card*
- *Dedicated Account Manager*
- *Dedicated Customer Care Consultants*

## Password Protection

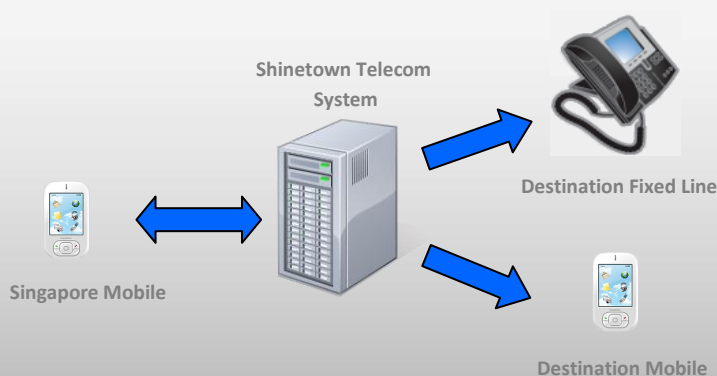
**Password Protection** feature provides a 4-digit password for each individual users. It helps to monitor each user's monthly usage with a summarized total amount. The passwords can be assigned by default or company's administrator to take control of individual's access for overseas call. The user will dial 1526 + country code + area code + telephone number followed by "#" key and wait for the prompt. After entering the password, the call will be connected.

The following shows how monthly bill looks like,

6222	20/01/10	09:22	INDIA MOBILE	9196	0:30	0.15
	CLI No. 6222		Subtotal			0.15
6222	19/01/10	09:44	VIETNAM MOBILE	8416	0:30	0.28
	CLI No. 6222		Subtotal			0.28
6222	19/01/10	10:40	INDONESIA MOBILE	6285	0:30	0.18
	CLI No. 6222		Subtotal			0.18
<b>Roslinda Subtotal</b>						<b>0.61</b>
6222	08/01/10	15:48	TAIWAN	886	1:00	0.08
6222	08/01/10	15:51	TAIWAN	886	0:36	0.05
6222	08/01/10	16:59	TAIWAN	886	1:06	0.09
	CLI No. 6222		Subtotal			0.22
<b>Jovi Subtotal</b>						<b>0.22</b>
6222	03/01/10	11:16	CHINA MOBILE	86	0:30	0.04
	CLI No. 6222		Subtotal			0.04
<b>Gina - temp Subtotal</b>						<b>0.04</b>
6838	15/01/10	15:05	NEW ZEALAND MOBILE	642	3:42	1.78
	CLI No. 6838		Subtotal			1.78
<b>Clara Subtotal</b>						<b>1.78</b>

## Local CallBack Service

**Local CallBack Service** is a feature that allows registered users to use their mobile line to make outgoing calls (local or overseas) without incurring local outgoing airtime charges by their mobile operators in Singapore. By dialing the local CallBack number or by sending a text message to our SMS Gateway with a SMS command, our system will trigger a call back to the user and connects the call for the user.



There are 2 ways of using the local CallBack service.

## Method 1 – Missed CallBack

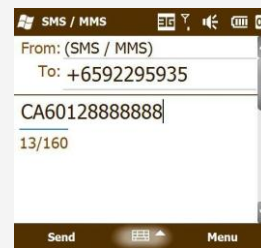
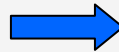
Just dial, **15260** **COUNTRY CODE** **AREA CODE** **TEL NO.** (SingTel or Starhub users) or **6622 9400** (M1 users or local call) and wait for the CallBack.

## Method 2 – SMS CallBack

Create a text message with the content CA followed by the telephone number using the Singapore registered mobile and send to +65 9229 5935. Upon answering the callback, the call will be connected.

(e.g. – Calling to Singapore, CA6588888888)

(e.g. – Calling to Malaysia, CA601288888888)



## International Roaming Service

**International Roaming Service** is a service that helps the travelers to save from expensive international roaming charges incurred when answering incoming calls on their roaming Singapore mobile. The service works by call forwarding incoming calls from Singapore mobile to any overseas mobile or fixed line number. Thus, user will need to already own or intend to own an overseas number to use this service. In addition, the user will need to register the overseas number to the service and divert all calls to a designated number that we called Virtual Number prior to departing from Singapore. This service comes with web access feature and charge a monthly subscription fee .

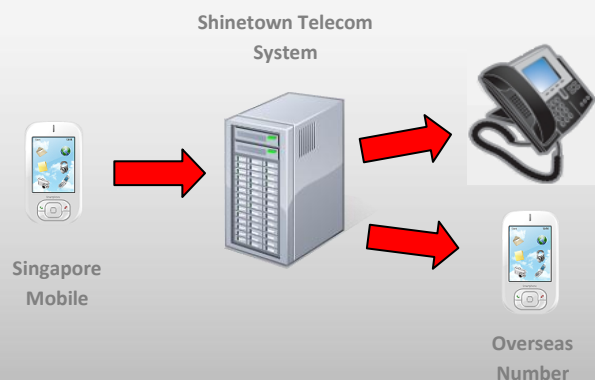
Register the overseas number to the service and obtain the Virtual Number from us. Divert all calls to Virtual Number which is assigned to the user by entering this command **\*\*21\*Virtual Number#** and press the call button on mobile phone prior to departure from Singapore.



The user can now start to receive phone calls on the overseas number when reaching destination.



Upon returning to Singapore, the user can cancel the divert just by entering this command **#21#** and press the call button on mobile phone.



## On-Demand International Roaming Service

**On-Demand International Roaming Service** is a lite version of International Roaming Service which comes without a designated virtual number and web access feature and is a bundled value added service under IDD1526. Every time before using the service, user will need to send a SMS containing the overseas number to our system to request for a new Virtual Number. This Virtual Number is valid and free to be used for 14 days in the same way as in the International Roaming Service, after which if user wish to continue using the same virtual number, a fee will charged to user's account for every 14 days extension.

Using a registered mobile number and send a SMS with the content *CF + Overseas number* to +65 9229 5935. The system will reply back with a Virtual Number.



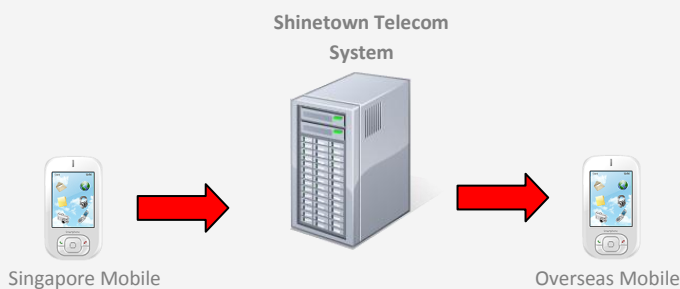
Divert all calls to Virtual Number which is assigned to user by entering this command *\*\*21\*Virtual Number#* and press the call button on mobile phone prior to departure from Singapore.



The user can now start to receive phone calls on the overseas number when reaching destination.



Upon returning to Singapore, the user can cancel the divert just by entering this command *#21#* and press the call button on mobile phone.



## International CallBack Service

**International CallBack Service** allows users to make calls from overseas number to any destination, including calling back to Singapore. The user will need to first register the overseas number before using. Any overseas number that was configured in International Roaming Service or On-Demand International Roaming Service is registered to this service automatically.

There are 2 ways of using the International CallBack service.

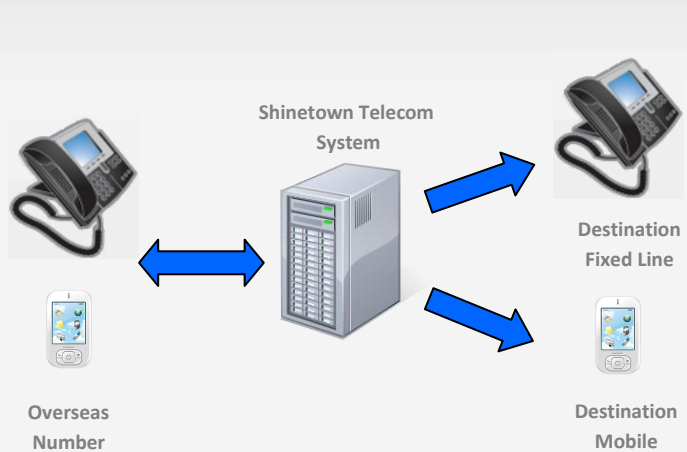
## Method 1 – Missed CallBack

Make IDD call to 65 6761 6200 using the registered overseas number. The call will be disconnected automatically after ringing. A call back to the number will be made by our system and upon answering, use will be able to enter the Country Code + Area Code + Telephone Number to call out.

## Method 2 – SMS CallBack

Create a text message with the content CA followed by the telephone number using the registered overseas mobile and send to +65 9229 5935. Upon answering the callback, the call will be connected.

(e.g. – Calling to Singapore, CA6588888888)  
(e.a. – Callina to Malavsia, CA601288888888)



## Web Access

**Web Access** allows users to view current outstanding bill and amount, payment history for the past few months, and using other features. Users need to login to our website at [www.chatchat.com.sg](http://www.chatchat.com.sg) with their account number and password.

**CHATCHAT**

**Secure Customer Login**

For registered users, please login with your Account No and Password

Account Type :

Account No :

Password :

For any assistance, please [email us](mailto:email us) or call us at (65) 6838 1526.

Secured by 2010-12-08

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**CHATCHAT**

**IDD1526 - Online Account**

Welcome back | [Edit Profile](#) | [Logout](#)

**e-payment**  
Pay CHATCHAT IDD1526 bill online

**SMS Broadcast**  
Send multiple SMS

**WebCallback**  
Trigger Callback online

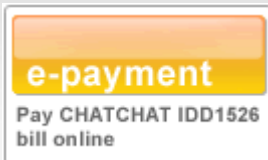
**WebSMS**  
Send SMS Online

- [Current Outstanding](#)
- [Payment History](#)
- [International Roaming Service](#)
- [IDD1526 Username & Password](#)
- [IDD1526 Phone Number](#)

We accept only VISA or MASTER credit card for online payment. For any assistance, please [email us](mailto:email us) or call us at (65) 6838 7737.

The following are the details when you select each of the options in the menu.

## E-Payment



**CHATCHAT**

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**IDD1526 - e-payment**

[Back to Main](#)

Identification  Account No.

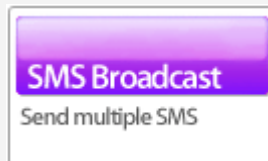
Identification Number

Bill No.

Amount (SGD) - Min \$10.00, Max \$500.00

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## SMS Broadcast



**CHATCHAT**

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**SMS Broadcast**

Account No :

Sender ID :  Please enter your preferred Sender ID. (Alphanumeric = 11 Characters Max., Numeric = 20 Digits Max.)

Target Numbers :   (Enter Target number with format <CountryCode><PhoneNo>. E.g. 659112222 For multiple entries, enter ONE Target number per line.) (OR upload a .txt file with one target number per line.)

Message :  109 characters left (max 160)  Send as Unicode

Security Code :

Powered by [Web Wiz CAPTCHA](#) version 3.0 Copyright ©2005-2007 [Web Wiz](#)

For any assistance, please [email us](#) or call us at (65) 6838 1526

**Rates & Charges:**  
Each WebSMS sent is charged at 8 cents.  
Charges will be billed to your account.

**Note:**

- In your use of this WebSMS service, you agree:
  - not to post or transmit any material that may be unlawful, defamatory, offensive, indecent or objectionable, or cause annoyance, harassment, irritation, inconvenience or anxiety to any person.
  - not to post or transmit 'spam' or commercial mass broadcast, unsolicited advertising, promotional materials, or any other forms of solicitation; and
  - not to use this WebSMS service for any fraudulent, illegal or improper purposes.
  - to adhere to [DMAS Code of Practice](#) on electronic messages.
- Shinetown shall not be liable to you, or any third parties, for any loss or damages arising out of the use of the WebSMS service.
- Shinetown reserves its rights to take steps to prevent any misuse of this service and to seek all remedies open to us.
- The use of WebSMS service is subject to terms & conditions.



## Profile - Editing

**CHATCHAT**

IDD1526 Login - Edit Profile

[Back to Main](#)

Account No: 829999A

Password:

Re-type Password:

Account Name: XXX XXXXX Pte Ltd

Address: XXXXX XXXXXXX Road  
Singapore  
XXXXXX


Telephone: XXXXXXX

Fax: XXXXXXX

Contact Person: XXXXXXX

Email: XXX@XXXXX.com.sg

For any assistance, please [email.us](mailto:email.us) or call us at (65) 6838 1526.

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## International Roaming Service - Configuration

**CHATCHAT**

IDD1526 - International Roaming


[Back to Main](#)

Account Number:  [Change password?](#) [Change Email?](#)

Virtual No:

Overseas No:  [Change](#) [History](#)

For any assistance, please [email.us](mailto:email.us) or call us at (65) 6838 1526.

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## IDD1526 Username & Password


**CHATCHAT**

IDD1526 Login - Username & Password

[Back to Main](#)

No	Username	Password	Date	<a href="#">Edit</a>	<a href="#">Delete</a>
1.	Henvy	XXXXX	31 Oct 2007, 11:03	<a href="#">Edit</a>	<a href="#">Delete</a>
2.	Alan	XXXXX	9 Dec 2010, 15:23	<a href="#">Edit</a>	<a href="#">Delete</a>
3.	Cherynn	XXXXX	31 Oct 2007, 11:05	<a href="#">Edit</a>	<a href="#">Delete</a>
4.	Patrick	XXXXX	9 Dec 2005, 11:04	<a href="#">Edit</a>	<a href="#">Delete</a>
5.	Sam	XXXXX	12 Jan 2007, 15:31	<a href="#">Edit</a>	<a href="#">Delete</a>

For any assistance, please [email.us](mailto:email.us) or call us at (65) 6838 1526.

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## Payment History

**CHATCHAT**

IDD1526 - Payment History


[Back to Main](#)

Quick Search:

From:    To:

Search Return No Result

For any assistance, please [email.us](mailto:email.us) or call us at (65) 6838 1526.

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## IDD1526 Phone Numbers

## Current Outstanding

**CHATCHAT**

IDD1526 Login - Current Outstanding

[Back to Main](#)


Record 1 - 2 from 2 record(s)  
Page 1 < Prev | Next >

No	Bill ID	Issue Date	Due Date	Amount
1.	<a href="#">033059K</a>	10 Sep 2004	24 Sep 2004	\$ 1729.86
2.	<a href="#">032039Z</a>	10 Aug 2004	24 Aug 2004	\$ 2291.87
Total Amount				\$ 4021.73

\* The displayed data is for reference only. They should not be used to dispute any discrepancies on the billings. ShineTown Telecom reserve all the rights to correct the displayed data when deem necessary.

\* Displayed data will be updated on every Sunday

For any assistance, please [email.us](mailto:email.us) or call us at (65) 6838 1526.

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**CHATCHAT**

IDD1526 Login - Phone Number

[Back to Main](#)

No	Number	Date	<a href="#">Edit</a>	<a href="#">Delete</a>
1.	12345678	9 Dec 2010, 15:34	<a href="#">Edit</a>	<a href="#">Delete</a>
2.	12345678	24 Feb 2010, 10:30	<a href="#">Edit</a>	<a href="#">Delete</a>
3.	12345678	24 Feb 2010, 10:30	<a href="#">Edit</a>	<a href="#">Delete</a>

For any assistance, please [email.us](mailto:email.us) or call us at (65) 6838 1526.

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## Web CallBack Service

**Web CallBack Service** is part of the Web Access feature that allows users to trigger a call back from our website to any of their registered local or overseas number for local or IDD calls. Select the WebCallBack from the menu after logging in and enter "Your Number" (registered number) and "Destination Number". Our system will then call back to your number first before connecting to the destination number. This service is most suitable for users who has internet access, either working in office using the PC, or while travelling using Laptop or Smartphone for making calls. For security reasons, "Your Numbers" need to be pre-registered to the account.

**CHATCHAT**

IDD1526 - WebCallBack

[Back to Main](#)

Account No.: 820000X

Your Number:  (Only registered numbers of the account are allowed to make calls.)

Destination Number:

Security Code:

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For any assistance, please [email us](#) or call us at (65) 6838 1526.

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## Web SMS Service

**Web SMS Service** is part of the Web Access feature that allows users to send SMS via our website. Select the WebSMS from the menu after logging in and enter "Sender ID" (registered local or overseas numbers), "Destination Number" and the text message content (English or Chinese), our system will send the SMS to the destination number. The message that the recipient received will show the "Sender ID" as the sender.

**CHATCHAT**

IDD1526 - WebSMS

[Back to Main](#)

Account No.: 820000X

Sender ID:  (Only registered numbers of the account are allowed to send SMS.)

Destination Number:

Message:

160 characters left (max: 160)

Send as unicode (for sending SMS in Chinese)

Security Code:

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Copyright ©2005-2007 [WebSite](#)

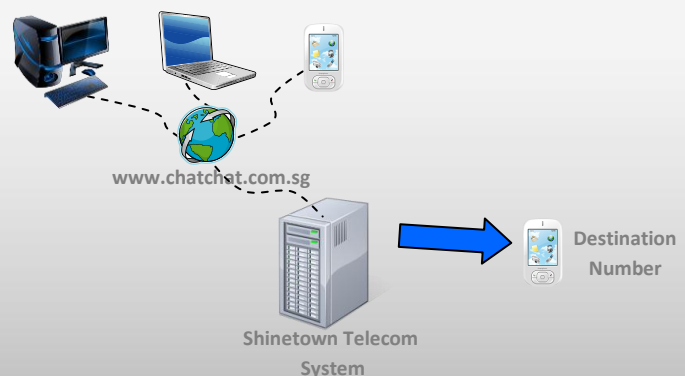
For any assistance, please [email us](#) or call us at (65) 6838 1526.

**Rates & Charges:**  
Each WebSMS sent is charged at 8 cents.  
Charges will be billed to your account.

**Note:**

- 1) In your use of the WebSMS service, you agree:
  - a. not to send or transmit any material that may be unlawful, defamatory, offensive, obscene or abominable, or cause annoyance, harassment, infliction, inconvenience or anxiety to any person
  - b. not to send or transmit "spam" or commercial mass broadcast, unsolicited advertising, promotional materials, or any other forms of solicitation, and
  - c. not to use the WebSMS service for any fraudulent, illegal or improper purposes
- 2) Shinetown shall not be liable to you, or any third parties, for any loss or damages arising out of the use of the WebSMS service.
- 3) Shinetown reserves the right to take steps to prevent any misuse of this service and to seek all remedies open to us.
- 4) The use of WebSMS service is subject to terms & conditions.

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## Dedicated Account

**Dedicated Account Manager** will be assigned to assist our customers with all their telecommunications needs.

## Dedicated Customer Care Consultants

**Dedicated** and friendly **Customer Care Consultants** are trained to attend to any queries even during after hours.

Customer Care Consultants working hours:                      Monday to Friday: 8.30AM to 10.00PM  
Saturday & Sunday: 10.00AM to 4.00PM

## List of Customers for reference

- Asia Insight Pte Ltd
- Akai Sales Pte Ltd
- AU Optronics Singapore Pte Ltd
- Bandai South Asia Pte Ltd
- Commonwealth Travel Corporation Pte Ltd
- China Enersave Limited
- Fujitsu Components Asia Pacific Pte Ltd
- Honeywell Singapore Pte Ltd
- ISS Group (Asia) Pte Ltd
- Lantrovision (S) Pte Ltd
- NEC Computer Singapore Pte Ltd
- Nidec (S) Pte Ltd
- Rustic Nirvana Pte Ltd
- Sumitomo Rubber Asia (Tyre) Pte Ltd
- Sitel Singapore Pte Ltd
- Western Union Services Singapore Pte Ltd
- Toshiba Capital Asia Ltd