



The Traveller's Communication Needs

User Guide of CHATCHAT Travel Card

call: (65) 6838 7737
email: cs@chatchat.com.sg

International Roaming Service

▪ Request for Virtual Number

Type CF+PIN+##+OverseasNumber



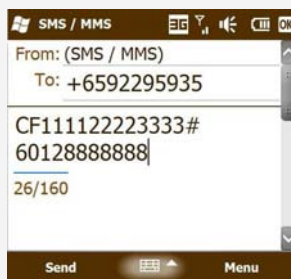
Send SMS to +6592295935, system will reply with a Virtual Number valid for 14days. Divert all calls to the Virtual number given before you leave Singapore. (System will register both your Local and Overseas Numbers for International/Local Call Back.)

Tip for diverting from GSM mobile:

****21*Virtual number# - Divert all voice calls.
#21# - Cancel all diverts.**

▪ Changing of Overseas Number

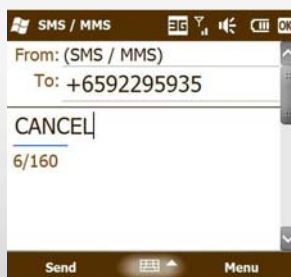
Type CF+PIN+##+OverseasNumber



Send SMS to +6592295935, if you already have a Virtual Number, our system will maintain the same Virtual Number assigned and changed only the overseas number.

▪ Cancel Call Forwarding and deleting of all registered numbers

Type CANCEL



\$1 is charged for every 14 days use of the same virtual Number. You may cancel the extension by sending a SMS to +6592295935 before the end of the first 14 days. Upon receiving your SMS, our system will delete your virtual number and all registered number under your card.

\$1 surcharge applies if there are no successful forwarded calls for a period of a 14days.

▪ Checking of Virtual and Overseas Number

Type CF



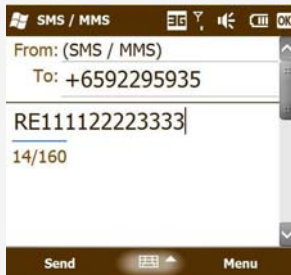
Send SMS to +6592295935, system will reply back with the assigned Virtual Number and Overseas Number to your Singapore mobile.

International CallBack

➤ Registering of overseas numbers

▪ SMS using Overseas Number

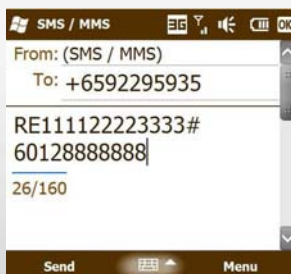
Type RE+PIN



Send SMS from overseas number to +6592295935, our system will register your overseas number.

▪ SMS using Singapore Number

Type RE+PIN+#+OverseasNumber



Send SMS from Singapore number to +6592295935, our system will register your overseas number.

➤ **CALL - Making call from Overseas**

▪ **International Missed Callback**

Dial +6567616200

Call will auto cut off and our system will call you back within a few seconds. Follow voice prompt and enter the country code, area code and number.
(Only for countries with CLI shown.)

▪ **International SMS Callback**

Type CA+Country code+Area code+Number



Send SMS from your registered mobile phone to +6592295935. Our system will call you back and connect the call.

Local CallBack & CallDirect

➤ Registering of Numbers

▪ Voice prompt access number

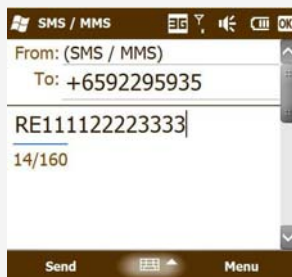
Dial 6877 5988

- 1) Dial the access number from the number that you want to register. You will be prompted to select the language.
- 2) Enter the 12 digit card numbers upon hearing the next prompt.
- 3) Press 4 to select to register phone numbers.
- 4) Press 1 to confirm upon hearing the phone number read out to you.

(Use only in Singapore)

▪ SMS using Singapore Number

Type RE+PIN



Send SMS to +6592295935, our system will register your Singapore number.

➤ CALL - Making call from Singapore

▪ Local CallBack (Singapore ONLY)

Dial 6622 9400

Call will auto cut off and our system will call you back within a few seconds. Follow voice prompt and enter the country code, area code and number.

▪ Local CallDirect

Dial 6622 9595

Follow voice prompt and enter the country code, area code and number.
(Only from registered Singapore number.)

Other helpful SMS commands

▪ Check Balance

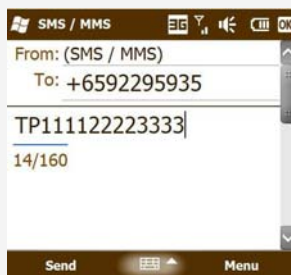
Type CB



Send SMS to +6592295935, System will reply with current card balance to you.

▪ To Top up card

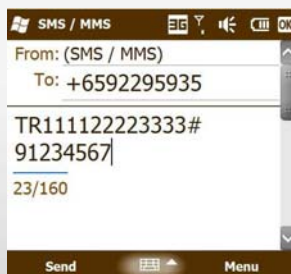
Type TP+New Card No.



Send SMS to +6592295935, System will reply with new card balance to you.

▪ To Transfer Balance

Type TR+New Card No.+#+Registered Phone/Mobile no.

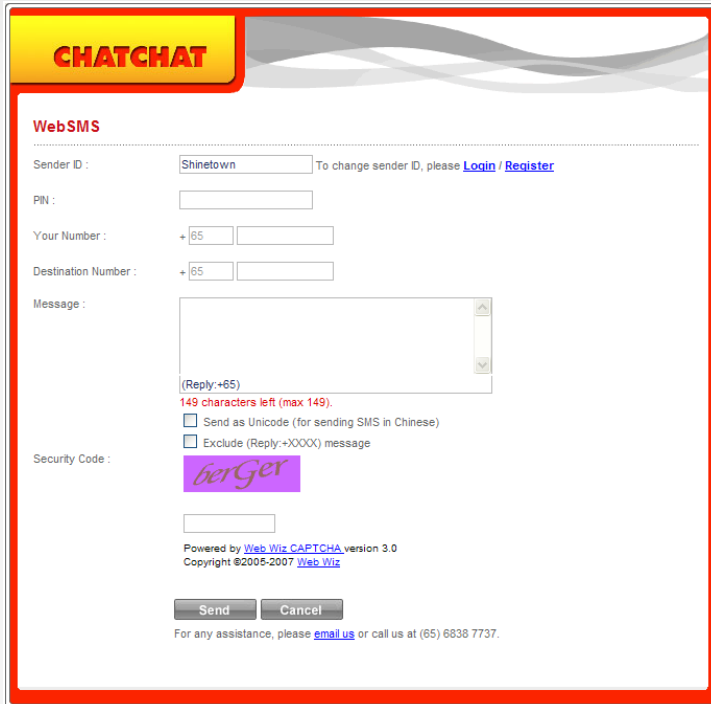


Send SMS to +6592295935, System will reply with confirmation of balance transfer.

WEB Functions

▪ WebSMS

Use our website (www.chatchat.com.sg/websms) to send Local or Global SMS in English or Chinese.

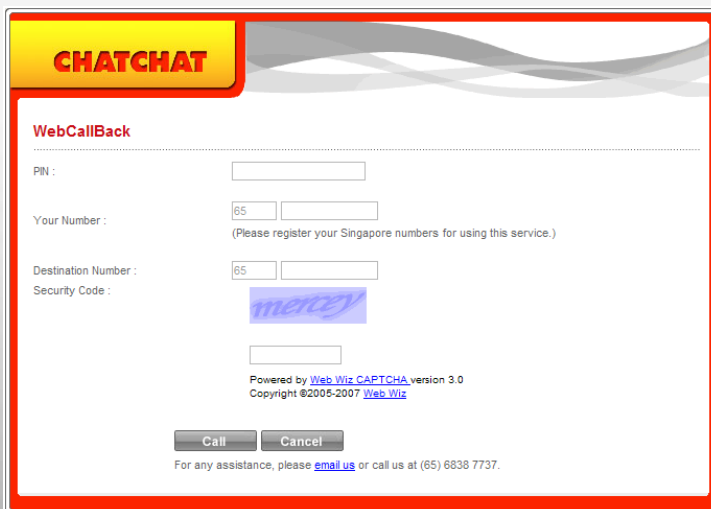


The screenshot shows the CHATCHAT WebSMS interface. At the top left is the CHATCHAT logo. Below it, the page title is "WebSMS". The form includes the following fields and options:

- Sender ID: A text box containing "Shinetown" with a link to "Login / Register" to change it.
- PN: An empty text box.
- Your Number: A text box with "+65" and an empty field.
- Destination Number: A text box with "+65" and an empty field.
- Message: A large text area with a scroll bar. Below it, it says "(Reply:+65)" and "149 characters left (max 149)".
- Options: Two checkboxes: "Send as Unicode (for sending SMS in Chinese)" and "Exclude (Reply:+XXXX) message".
- Security Code: A CAPTCHA image showing the word "berger" and an empty text box below it.
- Footer: "Powered by Web Wiz CAPTCHA version 3.0" and "Copyright ©2005-2007 Web Wiz".
- Buttons: "Send" and "Cancel".
- Help text: "For any assistance, please [email us](mailto:cs@chatchat.com.sg) or call us at (65) 6838 7737."

▪ WebCallBack

Use our website (www.chatchat.com.sg/webcall) to trigger a Local or International Callback to your registered number.



The screenshot shows the CHATCHAT WebCallBack interface. At the top left is the CHATCHAT logo. Below it, the page title is "WebCallBack". The form includes the following fields and options:

- PN: An empty text box.
- Your Number: A text box with "65" and an empty field. Below it, a note says "(Please register your Singapore numbers for using this service.)"
- Destination Number: A text box with "65" and an empty field.
- Security Code: A CAPTCHA image showing the word "mercy" and an empty text box below it.
- Footer: "Powered by Web Wiz CAPTCHA version 3.0" and "Copyright ©2005-2007 Web Wiz".
- Buttons: "Call" and "Cancel".
- Help text: "For any assistance, please [email us](mailto:cs@chatchat.com.sg) or call us at (65) 6838 7737."