

Whiz 1516 IDD Services Reference Guide

When a user registers for Whiz 1516 IDD service, he is automatically registered for three (3) similar services. The services are described below for reference. The user is able to select the most cost-effective mode of operation depending on the type of devices he uses.

1. **Whiz 1516 IDD** - For fixed line telephone service, the most convenient and cost-effective service is the 1516 service. This service is toll-free when calling via fixed line. The dialing method is, **1516 + country code + area code + telephone number**. Published rates for Whiz 1516 service are attached for your easy reference. Please refer to our website: <https://www.whizcomms.com.sg> for rates not in the attached.
2. **Whiz Callback** - When calling from mobile phones, 1516 service is not toll-free. User would need to pay his usual mobile air-time charges to his mobile operator, in addition to Whiz Comms' 1516 IDD charges.

Whiz callback service is introduced for users with free mobile incoming call plans to make overseas calls conveniently and cost-effectively. **15160** access code is used for this service. The dialing method is, **15160 + country code + area code + telephone number**. The user needs to put down the phone upon hearing ringing tone. Our callback system will dial the user's mobile phone number and the destination number automatically.

The rates are the same as 1516 service. However, due to additional charges levied by local mobile operators, there is a **15¢ surcharge per call** for **15160** service.

Examples

- a) To call a local number 6838 1516 from a mobile phone, user will need to dial 15160 65 6838 1516 (*note: spaces are added for clarity of text only*)
 - b) To call an overseas number 86 755 1211 4410 (China fixed line) from a mobile phone, user will need to dial 15160 86 755 1211 4410 (*note: spaces are added for clarity of text only*)
3. **Whiz Access** – User could use the Whiz Access service if their Registered Telephone/Mobile Number is restricted from using 1516 IDD service. The dialing method is as follows:
 - a) Dial 63479988
 - b) When prompted, dial country code + area code + telephone number + # (hex)

The rates are the same as 1516 service.