

6 November 2012

Ms Aileen Chia
Deputy Director-General (Telecoms & Post)
Infocomm Development Authority of Singapore
10 PasirPanjang Road
#10-01 Mapletree Business City
Singapore 117438

Dear Ms Chia

REVIEW OF IDA'S REGULATORY REQUIREMENT FOR DIRECTORY SERVICES

SingTel can stop publishing the Residential Listing Directory to subscribers. But Singtel must continue to publish the Business Listing Directory (BLD) for subscribers.

REASONS are:-

- Not everyone has a computer and/or internet access at home.
- The BLD which Singtel issued to subscribers annually can be used by subscribers as often as we need to at our convenience, 24/7. We also can get the address of a company from it.
- If without the BLD, subscribers might have to pay to get the telephone numbers of a particular company. This is very unfair and unacceptable to us, the subscribers, who are already paying Singtel for the telephone line costing more than \$100 per year.
- Even if subscribers do not have to pay to get the telephone numbers, there could be other problems such as manpower, hours of operations, etc.

Please **DO NOT STOP SINGTEL FROM PUBLISHING THE BLD** which should be issued to subscribers annually.

I hope this feedback is taken seriously by IDA.

Yours sincerely
Lilian Sng