

Annex A: Resources from Telcos

Singtel

Our customers' safety is our top priority and we have made significant investments to protect them from digital threats through our comprehensive [Singtel 3-Step Security Approach](#) where we provide security at both the network and device level as well as conduct an on-going public education programme to raise scam awareness among the community.

Singtel is supportive of the new measure, which will further safeguard consumers from scams. Singtel will provide this international call barring service at no additional cost. Customers, both postpaid and prepaid, can subscribe or unsubscribe to block calls from international numbers by dialling 1800 538 5833 in Singapore, or +65 6538 5833 if they are overseas. Postpaid customers can also choose to block calls from international numbers by using My Singtel App, visiting any Singtel Shops and Singtel Exclusive Retailers, or while signing up for a mobile plan online.

For more information, visit <https://www.singtel.com/internationalbarring>

Protecting customers from digital threats

At the network level, Singtel's [Scam Call Protect](#) proactively blocks over 30 million scam calls and 20 million scam messages every month. Meanwhile, its [Broadband Protect](#) provides a critical first line of defense by identifying and blocking malicious websites before they even reach our customers.

Our device security solutions provide another layer of protection by defending our customers' access devices such as laptops and mobile devices from threats such as malware, and we incorporated McAfee mobile security into our new 5G postpaid plans launched last August.

A discerning public is critical, and we partner organisations including IMDA at the Digital for Life Festival, and the Singapore Computer Society (SCS) at the SCS Digital Experience @ The Library, to keep the community informed about the latest scam tactics such as deep fake and AI scams. We also leverage our digital channels to educate the community on [QR code scams](#), [impersonation](#)

[scams](#), [concert scams](#), and [phishing scams](#) in an engaging yet informative manner, and we share the National Crime Prevention Council's (NCPC) public awareness materials at Singtel shops islandwide and during Singtel's digital readiness events.

M1

M1 has been taking steps to safeguard our customers against scams. These include various scam disruption measures such as blocking potential scam calls and SMS, and proactively publishing alerts on our website and social media platforms to help our customers recognise and avoid scams. Customers can opt-in to block calls from international numbers via MyM1 + app. For more information, please refer to: <https://www.m1.com.sg/support/faq/call-barring-faq> from 5 January 2024.

StarHub

In our ongoing commitment to ensure the safety and security of our customers, StarHub is offering users the option to proactively block all calls and SMS from international numbers through our StarHub App. This service is provided at no additional cost and is available to all StarHub postpaid mobile subscribers and Star Plan users. By opting in for this service via StarHub App, you can fortify your communication channels and mitigate the risk of falling victim to fraudulent activities originating from overseas. We understand the importance of safeguarding your personal information, and this feature aims to provide an added layer of security for your peace of mind. For more information, please log on to: <https://www.starhub.com/boc>. This option is available from 5 January 2024.

SIMBA

In light of the rise in scams effected through the misuse of technology, SIMBA has taken various steps in the attempt to reduce the chances of success when SIMBA's customers are targeted. There are now automated filtering systems in-place for both voice calls and SMS. The advanced detection mechanisms have blocked a significant number of scam calls and SMS from reaching their intended targets.

In line with the IMDA initiative to provide the Option To Block Calls from International Numbers in totality, SIMBA has devised a simple yet secure mechanism to allow our customers to instantly activate and deactivate the blocking. A SIMBA customer has only to send an SMS to 1218 with the message “4”. The system will reply with the current status of International Blocking. Instructions for toggling the state will also be provided. To transition to Blocked – type “INTBLOCK”. To transition to Unblocked- type “INTUNBLOCK”. This option is available from 5 January 2024 onwards.

SIMBA’s network configuration ensures that the messages to toggle the blocking for any subscriber can only be effected from that Subscriber’s phone. This is expected to go some way in the avoidance of scams perpetuated via voice calls.