

Question 1: IDA seeks comments on the proposed guideline that the contract term for mobile, fixed-line telephone and broadband services offered to consumers should not exceed 24 months.

I quote my personal experience here with my 2 years broadband contract which I sign up with Singnet 3 or 4 years ago. It was 2 years back when Singnet comes out with a lower priced plan and I find myself struck to the still ongoing old contract. I called Singnet and they say I cant sign up for the new lower priced contract unless I terminate my old contract. The next thing I know is to forget about terminating the old contract as the charges was very high and I don't think its worth it. Here, I see some inflexibility of the way they handle things and how unfair it can be for us the old loyal customers. I even asked that the new customer are getting a lower price, why cant we the old customer get a even better price ? after all, we are the "loyal" customer. Their reply to me is a straight no. No negotiation. I feel like "throwing my temper" on them and say, hey I want to end this contract right away and sign up with another provider, but atlas I didn't do it because firstly I have to pay a high price for terminating the contract. Also, I wouldn't want to be too insisting on insisting my rights. This incident left a mark in my head of cos. Now, another thing happened and it's the Singnet mio plan contract. I signed a new 2 year broadband contract and I was told by Singnet that I cant sign up for the mio plan, which by right, allows me to save more. The condition to be able to sign up for mio plan in my case is to wait till 2009 March when my contract left 1 year to expiry. Again, I talked to Singnet and there's no room for negotiation. That's so far for Singnet, which I considered the preferred choice service provider for me.

The only reason why people go for a 2 or 3-year contract is because there must be something to attract him/her. And I suppose its either free gift or a saving somewhere, something attracting. However, it defeats the purpose when they could just come out with a better plan and we are just struck to the old contract and we couldn't get the better deal.

What I hope to see in future, besides improving the customer service and satisfaction, is a better price at higher speed as well as more flexibility built into the contract. To be ideal, is of cos to have a very affordable cheap price plan without having to be binded to any service provider at all times. Until then, signing up a 24 months contract with free gifts and other attractions then comes into talk, and be adjustable and flexible for "future price drop or when I want to have a change of service provider" . – in short, what I want is flexibility.

Question 2: IDA seeks comments on the proposed guideline that the ETCs for mobile, fixed-line telephone and broadband services offered to

consumers (of contract periods longer than 3 months) should be gradated, to ensure compliance with Section 3.2.3 of the Code.

I understand that having a termination charge is to recover costs or deterring people from ending the contract. However, I wonder if there is any costs the service provider have yet to recover ? or , the service provider will be losing money if someone just want to end the old contract and upgrade to a new one ? Also, to put the termination charge bluntly, is to say, if we can't have their loyalty and support, we will use black and white to bind them. I don't think this is something that works in the long term, for people sees your face once and they will know. And things spread quickly and easily in a world like this. Good reliable service, good reputation, good customer service is still the safest and strongest asset in the long run?

To improve the situation better, a gradation is better than no gradation.

Question 3: IDA seeks comments on the proposed guidelines for computing the fair quantum of the ETC for mobile, fixed-line telephone and broadband services offered to consumers, to ensure compliance with Section 3.2.3 of the Code

My ideal service provider and plan is a plan which I would just sign up and I wouldn't be worrying about anything the next day or tomorrow. That means I wouldn't be worrying whether there is some hidden que, hidden clause, whether I have to spend many time monitoring and calculating etc. After all, who will want spend time reading the long clauses and spending so much time calculating and monitoring it? One will find the one that is the most reliable and satisfying of all. The best of the best.

Again here, I see IDA is seeking a fair solution between the operator and the consumer. The proposed guideline is an improved reasonable proposal to the current situation so I don't see why people would object to it, other than asking for even better deal – like for example, I don't even have to occur penalty or termination charge, I can change my operator anytime I want and anytime I like, its my own preference.

After note :

In the Future, I would like to see a sharp drop in the price plan as well as the common and affordable use of iphone, notebook, computer as well as the push for higher broadband speed and the present tools and stuffs becoming cheap common tool for all.

I feel that infocomm is an important part of our life now if not in future and it should be pushed to the extremes and to places like education, information, communication and entertainment, and what the service provider provides and what the government does to help is an important part of the upgrading and improving process. The society, community, and organization are important too in shaping and developing its industry, its applications, its technology and its content too.

Yours sincerely,

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