

# HOW TO GET STARTED WITH YOUR \$1 STARTER CARD?

1. Order your SV card first. Call 61006898 now.
2. Turn to the back of your SV Card and scratch the grey pad to reveal the PIN number. You need the PIN number to activate the SV Card.
3. **To activate your SV Card**, call 64919195. Select 1 for English or 2 for Chinese. When prompted, key in the PIN number followed by #. The system will announce the account balance of \$1.
4. **To make a call**, first dial the fixed line gateway number 64919196. The call will be disconnected automatically. The system will call you back. When the call comes in, answer the call and key in your destination number. For Singapore, key in 65 xxxxxxx # and wait for connection. Remember to key in the country code first, then the phone number and end with a # sign.
5. When you have used up the \$1 value in your SV Card account, you can top up your account using any of the facilities below:
  - 5.1. **To top up the value of your SV Card account via AXS Kiosk**, go to AXS Kiosk. On the screen, touch <Bill Payment> - <Futuretel> - <SV Card> - <Top up Callback> and select the amount you want to top up, \$5, \$10, \$20, \$50 etc. When prompted to enter Account Number, key in your account number as appeared at the back of your SV Card above the PIN number.
  - 5.2. To top up the value of your SV Card account via eNET, go to [www.scplus.com.sg](http://www.scplus.com.sg) click on <Purchases> tab, Select <Top Up Callback> and pay via internet banking or credit card.
  - 5.3. To top up the value of your SV Card account via ATM/Inter-bank transfer, go to the ATM and transfer the required top-up amount to Futuretel Pte Ltd under the DBS Current Account 017-900217-6. Remember to call the customer service hotline at 64919191 after your account transfer.

## SPECIAL ONE-STEP-CALLBACK (OSC) NUMBER

After every successful call (for more than 10 minutes) to a new destination number, system will SMS you a One-Step Callback no. ( a 8 digit fixed line telephone number with optional +65 ) that is assigned to this new destination number. Save this OSC number into your mobile Phone Book with name of your choice.

When making call using OSC number, just retrieve the OSC number of the person you wish to call from your mobile Phone Book, dial the OSC number directly. The system will disconnect you. Then, the system will ring you and connect you to the destination number without having to key in the destination number again.

## GATEWAY NUMBERS:

To activate/top up/select language, call 64919195. To trigger or make call, call 64919196. (recommended) Note: Please add +65xxxxxxxx if triggered from overseas e.g. +6564919196

**FOR FURTHER HELP IN GETTING STARTED, PLEASE CALL (65) 61006898**