



Singapore Telecommunications Ltd
31 Exeter Road
#05-04 Podium Block
Comcentre
Singapore 239732
Tel: (65) 6838 2403, Fax: (65) 6734 8683

2 October 2003

To Whom It May Concern

Dear Sir

FIXED LINE SMS SYSTEM

This is to inform that the Voice Company Pte Ltd has installed a Fixed Line SMSC and its associated Inter-Operator Gateway at SingTel in Sept 2001. The system is working to our satisfaction.

In addition, the Voice Company has provided prompt and strong support to SingTel ever since the first cutover of the Fixed Line SMS service in Singapore. From then on, this support has always been maintained throughout the launch of the Fixed Line SMS phones and the successive launch of the Fixed Line SMS service to all 3 mobile operators in Singapore.

The Voice Company is also technically very strong with competent engineers who are reliable, friendly and helpful. A very good vendor-customer rapport has been established and this is one of the factor behind the fast delivery of services to both SingTel as well as our end users.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Tjai Cheong Hee'.

Tjai Cheong Hee
Senior Director
Network Systems Planning Division



Singapore Telecommunications Ltd
31 Exeter Road
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Singapore 239732
Tel: (65) 6838 3005 Fax: (65) 6734 8683
Company Registration No. 199201624D

1 March 2012

To Whom It May Concern

Dear Sir

FIXED LINE SMS SYSTEM

This is to inform that TVC Pte Ltd has installed a Fixed Line SMSC and its associated Inter-Operator Gateway at SingTel in Sept 2001. The system has been working to our satisfaction.

In addition, TVC has provided prompt and strong support to SingTel. During the last few years, the company has refreshed the SMS platform server and upgrade to provide Mandarin voice text messages. There was also enhancement in the system resiliency by adding redundant link.

TVC is technically very strong with competent engineers who are reliable, friendly and helpful. A very good vendor-customer rapport has been established and this is one of the factor behind the fast delivery of services to SingTel.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Tan Seow Nguan'.

Tan Seow Nguan
Director
Voice Engineering