

Four-wheeler menace on walkway

I HAVE to share pedestrian walkways with cyclists and – at times – motorcyclists, daily.

However, I was shocked when I recently had to share a walkway along Lorong 4 Toa Payoh with a four-wheeler – a mini road-sweeping vehicle.

For the safety of pedestrians,

I would like to ask the following questions:

◆ Is the vehicle in violation of any traffic rule by being on a pedestrian walkway?

◆ Is there adequate insurance coverage should pedestrians get injured by the vehicle?

◆ Is there due consideration given to using the vehicle at con-

gested areas like a bus stop, with commuters milling around?

◆ Is the vehicle adept at performing its task? I observed that it could not reach nooks and crannies, and left much debris behind.

I hope the authorities will comment on this.

MR CHIN KEE THOU

HELPPDESK 我的字典

Walkways: 人行道 rén xíng dào

Violation: 违反 wéi fǎn

Insurance coverage: 承保范围 chéng bǎo fàn wéi

Milling around: 徘徊 pái huái

NLB offers users wide variety of e-resources

I THANK Mr Nelson Quah for his letter, "Can NLB offer e-books?" (*my paper*, Oct 8).

We would like to clarify that the Library@SG iPhone application indicated by Mr Quah in his letter is a paid application which is not provided by the National Library Board (NLB).

NLB's mobile portal, Library In Your Pocket – at <http://m.nlb.gov.sg> – is free and can be

bookmarked easily on the home screen of users' mobile phones.

Users are able to search a catalogue and reserve an item through Library In Your Pocket. Users can also check the status of their library accounts, renew library items and request SMS reminders to return library items on time.

Users can also find details of library events at this portal.

They can even access selected short stories and audio books through the Mobile Reads function available only on iPhones and Android phones.

We agree with Mr Quah on the rising popularity of e-books and e-magazines.

We would like to inform him that we provide over a million e-books, 160 e-databases, 2,000 e-magazines, 2,000 e-comics, 1,400 e-newspapers in 39 languages, 25,000 audio books and more than 550,000 music tracks at NLB's eResources website – <http://eresources.nlb.gov.sg>

In addition, users can down-

load over a million e-books (from publishers such as World eBook Library).

Please refer to the list of available e-book publishers and supported devices, and download instructions at http://eresources.nlb.gov.sg/browse.aspx?browse_by=Type

We look forward to Mr Quah's continued support of our library services.

MR CHAN PING WAH
ASSISTANT CHIEF EXECUTIVE,
TECHNOLOGY AND INNOVATION
CHIEF INFORMATION OFFICER,
NATIONAL LIBRARY BOARD

Payment made to StarHub will be reflected in future bills

I REFER to Mr Tan Chin Aik's letter, "Glitches in StarHub's new billing system" (*my paper*, Oct 8).

StarHub has contacted Mr Tan and addressed his concerns. We note his feedback on our billing message and are looking to improve the phrasing in communications with our customers.

In the letter, Mr Tan expressed concern that StarHub did not respond to AXS' query on the new details required for payment.

We would like to clarify that we had not heard from AXS regarding this matter prior to the letter being published, and have approached AXS for more information.

AXS would like to invite Mr Tan to get in touch with its customer-service personnel on 6389-7969, so that it can look into the matter.

Regarding the feedback on payments

made via DBS iBanking, we would like to inform customers that they are able to make bill payment through DBS Internet Banking using their Singapore Cable Vision bill's account number until the end of this month.

Due to the large number of promotions that we are offering, there has been an increase in call volume to our hotline. Thus, we may take a little longer to respond as we strive to adequately address the concerns of every customer.

We are boosting our staff strength and IT system to enhance our customer service. For the convenience of customers, alternative modes of contact are available. Besides calling the hotline for assistance, customers can also fax their requests to 6720-5000.

We would like to take the opportunity to explain that, due to a revision in our scheduling, payments made in August and early last month may not be reflected in customers' current bills.

However, this is a one-time incident and payments made will be reflected in future bills. We apologise for the inconvenience caused.

MS JAIME KOH
SENIOR EXECUTIVE,
CORPORATE COMMUNICATIONS,
STARHUB

Illegal parking outside Ubi driving centre

I HAVE noticed the illegal parking of motorcycles on the pavement along the perimeter of the driving centre in Ubi.

Also, cars, especially those belonging to private driving instructors, can be seen parked along a stretch of road, from the bend outside the Honda service centre to the other end, where a coffee shop is located.

How can we expect driving students to abide by traffic rules when their instructors are parking illegally?

Why aren't enforcement blitzes carried out to clear illegal parking?

MR RAYMUND KOH JOO GUAN

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