

FAQs for Samsung Galaxy Note8 ROI

1. Why do I need to pre-register for the new Samsung Galaxy Note8?

We are aware of the strong interest for the new Samsung Galaxy Note8. Pre-registering will help us ensure that we get your device to you as soon as possible.

In addition, pre-registration allows us to keep you informed about the latest updates and promotions for the new Samsung Galaxy Note8.

2. Will pre-registering guarantee a Samsung Galaxy Note8?

No, we're afraid not. Pre-registration allows us to keep you informed about the latest updates and promotions relating to the launch of the Samsung Galaxy Note8 with Singtel.

3. I have multiple mobile lines under my name. Can I pre-register for all of them?

Please note that you will only need to pre-register once with your NRIC/FIN. We will also be sending regular updates about the next steps to getting your Samsung Galaxy Note8.

4. Can I amend or transfer my pre-registration details to another person?

Sorry, we are afraid not. Pre-registration details cannot be amended or transferred. Please advise the individual to pre-register with his/her details to receive regular updates on how to reserve and purchase the Samsung Galaxy Note8.

5. I have pre-registered for Samsung Galaxy Note8 in Maple Gold but would like to purchase Samsung Galaxy Note8 in Midnight Black instead. Do I need to pre-register again?

Pre-registering once is sufficient. You will be able to indicate your preferred model when pre-sales opens.

6. My mobile line is registered under my father. Can I pre-register if the account is not under my name?

Yes, you can. Please note that if the mobile line is registered under your father's name and NRIC, you will still need to submit your father's NRIC/FIN details to pre-register for the new Samsung Galaxy Note8.

7. I have successfully pre-registered. However, I did not receive any SMS or email confirmation subsequently?

The confirmation SMS has been sent to the mobile number that you have pre-registered with. The confirmation email may have been redirected to your junk folder. Kindly check your junk or spam folder.

8. If I did not previously pre-register, will I still be able to purchase the Samsung Galaxy Note8 during presales?

Sorry, we are afraid not. You will still be able to purchase the Samsung Galaxy Note8 at any Singtel Shop or online at www.singtelshop.com when island-wide sales commence.

9. I am currently on the 6th month of my device contract. Am I eligible to recontract and how much will the Early Device Upgrade Fee be?

Yes, you will be able to upgrade your device after completing a minimum of the first six (6) months of your current 24-month Device Agreement.

An Early Device Upgrade Fee applies as follows:

- For customers who have completed between 6-11 months of their contract: \$500.
- For customers who have completed between 12-17 months of their contract: \$350.
- For customers who have completed between 18-20 months of their contract: \$200.

10. I would like to recontract and purchase the Samsung Galaxy Note8. How can I check my eligibility?

Please check your recontract eligibility via the following methods:

(a) via My Singtel app

- Launch My Singtel app.
- Under the Usage tab, click "View Your Plan" to view your handset upgrade eligibility date under the "Recontracting" section.
- For those who have not downloaded the app, kindly download it from the Google Play Store or Apple App Store.

(b) via Singtel My Account (for personal mobile lines only)

- Log in to Singtel My Account with your OnePass ID and password.
- On the Account Summary landing page, click "Show details and usage" at the bottom of the selected mobile number to see your handset upgrade eligibility date under the "Recontract Eligibility" section.

(c) via *1688

- Dial *1688 on your mobile phone.
- Reply with option '2' for 'Check Price Plan/Upgrade'
- A reply via SMS will be sent to your mobile phone shortly with details on your recontract eligibility.

11. What are the available colours and storage sizes for the Samsung Galaxy Note8?

The Samsung Galaxy Note8 is available in Maple Gold, Midnight Black, and Orchid Gray with 64GB of storage.

12. When will the prices of Samsung Galaxy Note8 be announced?

We will announce more details about pricing soon. Please stay tuned to our bulletin for more updates.

13. How many units of Samsung Galaxy Note8 can I purchase at launch?

Please note that you can purchase a maximum of two units of Samsung Galaxy Note8 only based on your NRIC used during pre-registration.

14. When and where is the launch event for Samsung Galaxy Note8?

There is no launch event for Samsung Galaxy Note8. Once you have registered your interest, we will keep you informed about the latest updates and promotions for the new Samsung Galaxy Note8.

15. When will the Samsung Galaxy Note8 be available for sale island-wide?

We will announce more details on island-wide sales soon. Please stay tuned to our bulletin for more updates.

16. Can I purchase the Samsung Galaxy Note8 at recommended retail price (RRP) without any mobile contract?

Samsung Galaxy Note8 is only available for purchase with a 24-month mobile contract at launch. Please stay tuned to our bulletin for more updates about the Samsung Galaxy Note8 becoming available for purchase at regular retail price.

17. What kind of SIM card does the Samsung Galaxy Note8 require? Will there be any SIM card charges?

The Samsung Galaxy Note8 requires a Nano SIM. Please note that a change of SIM card is needed if you are using a regular/micro-SIM card. A fee of \$37.45 (after GST) is applicable with any SIM card change. An administrative fee of \$10.70 applies when you recontract your current mobile line.

18. How can I transfer my existing contacts to the new Samsung Galaxy Note8?

You can use Singtel's Store & Share to transfer your existing contacts to your new Samsung Galaxy Note8. Click [here](#) to learn more about Singtel's Store & Share.

19. Can I trade in my old phone when I purchase the new Samsung Galaxy Note8?

Yes, you can trade in your old phone at prevailing trade-in prices. Please have your old device and any other accessories ready for the trade-in. You will also be able to use the trade-in value to offset the price of your new Samsung Galaxy Note8. Kindly also ensure that your old device is in working condition.

20. Why do I have to register for Singtel OnePass?

In order for you to participate in our pre-order for Samsung Galaxy Note8, you will need to login with your OnePass to transact with us.

21. How do I register for Singtel OnePass?

You can sign up for Singtel OnePass via 'My Account', [here](#).

22. I've forgotten my OnePass password. How do I reset/retrieve my password?

Please click 'Forgot password' at the login page. You will need to provide your mobile number or email address to reset your password.

23. I am an existing Samsung Concierge customer. Can I exercise my benefit to upgrade my device to Samsung Galaxy Note8 during the pre-order?

We regret that you would only be able to exercise your Samsung Concierge upgrade benefit at the Singtel Retail Shop or Singtel Exclusive Retailer.

If you are an existing Samsung Concierge customer who has completed at least 12 months of consecutive monthly subscription, simply bring your Singtel-registered Samsung device in good working condition into any Singtel Shop or Singtel Exclusive Retailer to enjoy a discount on the purchase of your Samsung Galaxy Note8 device.

Please note that you would still be required to pay the remaining top-up value for your Samsung Galaxy Note8 as advised by sales. Samsung Concierge customers who obtained



their device under Samsung's authorized exchange programme would also be eligible to enjoy this upgrade benefit. For more info on Samsung Concierge, please click [here](#).

Terms and Conditions

1. For recontracting customers, kindly check your recontract eligibility via My Singtel app > View Your Plan, dialing *1688 (select Option 2 in the interactive SMS menu) or My Account (personal mobile lines only).
2. Purchase of the handset on any Singtel Combo plan under a 24-month contract.
 - For mobile lines eligible for re-contract between the 6th to 11th month of the contract, an additional \$500 will be charged.
 - For mobile lines eligible for re-contract between the 12th to 17th month of the contract, an additional \$350 will be charged.
 - For mobile lines eligible for re-contract between the 18th to 20th month of the contract, an additional \$200 will be charged.
3. For customers under the age of 18 years old, a guardian/guarantor is required to be present at the point of sign up.
4. Foreigners holding a Work Permit, Social, Student or Dependent Pass must have a validity of 12 months and above on their pass and will be required to pay a deposit per mobile line. S Pass holders must have a validity of 6 months and above on their pass and are only eligible to sign up for selected mobile plans. Employment Pass holders must have a validity of 6 months and above on their pass and are eligible to sign up for any price plans.
5. Deposit may be required for new line sign-ups.
6. Any outstanding payments due to Singtel or your current mobile service provider should be cleared to avoid delay during collection of your phone.
7. Other mobile terms and conditions apply (including Singtel General Terms and Conditions). Please visit <http://www.singtel.com/mobileterms>, <http://info.singtel.com/terms-general> for more information.
8. Singtel reserves the right to amend the Terms & Conditions without prior notice.

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