

Singtel Circle FAQs

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Eligibility and Nomination

Who are eligible for Singtel Circle benefits?

Customers who are subscribed to the following fibre bundles and have nominated their mobile lines are eligible:

- I. mio Home
- II. Fibre Entertainment Bundle
- III. Fibre Entertainment Bundle+ (NEW)

What mobile plan do I need to be on to be eligible to nominate?

You will need to be on the following plans to nominate as a keyline or non-keyline:

- I. Combo plan
- II. Lite (with 2GB Local Data)
- III. Value (with 3GB Local Data)
- IV. Plus (with 4GB Local Data)
- V. Prestige (with 12GB Local Data)

I would like to nominate, how can I do it?

You can submit a nomination via the following modes. To check if your nomination is successful, you may login to the Nomination portal.

- I. Nomination portal: <https://www.singtelshop.com/mobilenomination/nominationholder.jsf>
- II. Singtel shops
- III. 1688

The Fibre Entertainment Bundle+ is subscribed under my name. Can I nominate another mobile line (which is not subscribed under my name) as the First Mobile Line (Keyline)?

No. Both the Fibre Entertainment Bundle+ and First Mobile line (Keyline) must be subscribed under the same customer ID.

I have nominated my mobile line successfully. When will I start to enjoy Free Data on Sundays?

If your nomination is successful between Monday to Saturday, you can start enjoying free data on Sunday of that same week. Any successful nomination on a Sunday, free data will be available to you on Sunday of the following week.

I have TOS my line and reconnected back 3 months later, will my mobile line be automatically be nominated to enjoy Singtel Circle benefits again?

For voluntary TOS, line nomination is ceased when you TOS your line. There is no automatic resume of the line nomination, and you will have to re-submit line nomination for re-evaluation of eligibility in order to resume Singtel Circle benefits.

I have transferred the ownership of my Singtel TV pack to my brother living in another house. I have 5 lines nominated, am I still entitled to Circle benefits?

No, all your nominated lines will be changed to be not eligible for Singtel Circle. Re-submission of nomination for 1 mobile line is required to enjoy 10% discount on the mobile plan monthly subscription.

My nominated line is currently subscribed to Value (with 3GB Local Data) mobile plan, am I eligible for Singtel Circle DataMore add-on or 50% off MobileShare Supplementary plan sign-up?

No. Promotion is only applicable for customers on Combo mobile plans.

I am currently subscribed to a DataMore add-on, can I also enjoy this Singtel Circle DataMore promotion?

No. Each Combo plan is eligible to sign up for one DataMore add-on.

Can I still continue to enjoy the promotional rate for DataMore add-on and MobileShare Supplementary line if I terminate nomination for my mobile line?

No. You will be paying for DataMore add-on and MobileShare Supplementary line monthly subscription at prevailing rate from the date you terminate the line nomination.

Can I still continue to enjoy the promotional rate for my DataMore add-on if I change my mobile plan from Combo plan to MobileShare Supplementary plan?

No. MobileShare Supplementary plan is not eligible to sign up for DataMore add-on and DataMore add-on will be terminated after you changed plan to MobileShare Supplementary plan. However, you can sign up for DataMore add-on with the main line linked to the MobileShare Supplementary plan if the main line is nominated and is subscribed to a Combo plan.

Will I be notified when I have successfully subscribed to Singtel Circle DataMore promotion?

No. To check if your DataMore add-on has been activated, please use My Singtel app. You should see that your total data bundle entitlement has increased. You can also go to "Add-Ons" tab for more information.

Is there any early termination penalty if I terminate Singtel Circle DataMore add-on or MobileShare Supplementary plan?

There is a minimum subscription period of 24 months. Early termination charges will apply.

How many MobileShare Supplementary lines can I sign up for my nominated mobile line?

You can sign up to a maximum of 3 supplementary lines.

What will happen if I transfer my mobile line (Main line) to someone else?

The MobileShare supplementary plan will be converted to Combo 1 plan at prevailing rates. Nomination for the main line will be terminated and all Circle benefits will cease.

Free Sunday Local Data Benefit and Mobile Plan Discount

How can I ensure that my local data usage is waived every Sunday?

Eligible customers can have their local data usage waived every Sunday from 00:00hrs and ends at 23:59hrs (Singapore Time). We recommend that you switch off and on (restart) your device in order to restart a new local data usage session to enjoy this benefit. This will ensure that your phone is not running any continuous background data session.

You will need to access local mobile data (2G/3G/4G) through e-ideas/ Internet/ BlackBerry APNs. These would be the default APNs on your device if you have not changed your settings before.

How do I check my APN settings? What should my APN settings be?

Default settings for Singtel Postpaid smartphone customers:

APN username: e-ideas
Username: 65ideas
Password: 65ideas

Default settings for Singtel Mobile Broadband customers (dongles/tablets):

APN username: internet
Username: 65ideas
Password: 65ideas

On iOS devices, go to Settings > Cellular > Cellular Data Network > APN

On Android devices, go to Settings > Networks > Mobile Networks > Access Points Names

Will I be able to view my mobile data usage on Sunday?

As your local data usage is waived on Sunday, you will not see any consumed usage during that period on My Singtel App and on your monthly bill.

Will my surfing speed be throttled as a result of excess usage on Sunday?

No. For customers whose surfing speed are being throttled under the Fair Usage Policy, consumption of free data on Sunday will continue to have their surfing speed throttled.

I stopped using data at 11:50pm on Sunday, why am I still charged for excess local data usage?

We recommend that you switch off and on (restart) your device after 12am on Sunday to ensure that your phone is not running any continuous background data session. If your mobile plan does not come with a local data bundle, to avoid excess local data charges, you may wish to switch off cellular data via My Singtel App > Data Setting > Select "Disable data on this plan".

My mobile line is already nominated. Will the supplementary lines (e.g. MobileShare / RedPac Plus/Taglite) linked to my mobile line be able to enjoy free data every Sunday?

Yes.

My mobile line is already nominated. Will my local data usage be waived if I were to use my phone for mobile hotspot/tethering on Sunday?

Yes.

What is Mobile Plan Discount benefit?

As a subscriber of Fibre Entertainment Bundle+, you and your family are eligible to discounts on the mobile plan when you nominate your mobile lines. When you nominate your mobile line as First Mobile Line (Keyline), you can enjoy early handset upgrade worth \$350 and 15% off v019 calls..

How many Singtel Mobile lines can I nominate?

Including the First Mobile Line (Keyline), you can nominate up to 5 (five) mobile lines.

How much mobile discount (subscription) can I enjoy on each mobile line?

The number of nominated mobile lines will determine the amount of mobile subscription savings you can enjoy. Please refer to the table below:

No. of Singtel Mobile Line(s)	1	2	3	4	5
Savings on each mobile subscription	10%	15%	20%	25%	30%

I am the First Mobile Line (Keyline) subscriber. Can I nominate my family members' mobile lines under Mobile Plan Discount?

Yes. Only the First Mobile Line (Keyline) subscriber can nominate your family members.

When can I nominate a mobile line?

You can start submitting your nomination after the Fibre Entertainment Bundle+ has been activated.

HD DVR Set-Top Box Promotion

What is the HD DVR promotion?

Fibre Entertainment Bundle+ subscribers can enjoy 50% off HD DVR set-top box rental for 24 months, at \$6.45 per month (U.P. \$12.90), upon sign up or re-contract to a prevailing Singtel TV content pack. However, please note that HD DVR set-top box has to be the first set-top box in order to enjoy the promotion. Promotional discount will only apply for the first 24 months and regular subscription charge of \$12.90/month shall apply after the end of the promotion period.

I am currently subscribed to Fibre Entertainment Bundle, how can I enjoy the 50% off HD DVR Rental promotion for 24 months?

To enjoy the HD DVR promotion, please sign up or re-contract to a prevailing Singtel TV content pack. Please note that the 50% off HD DVR Rental Promotion however cannot be enjoyed if your HD DVR is on a promotional or discounted price

I am currently subscribed to mio Home. How can I enjoy the 50% off HD DVR Set-Top Box Rental Promotion for 24 months?

To enjoy the HD DVR promotion, please change your mio Home to a Fibre Entertainment Bundle+ and sign up/re-contract to a prevailing Singtel TV content pack.

I have recently subscribed to Fibre Entertainment Bundle+ with a Singtel TV pack (after 15 April 2016), can I enjoy the 50% off HD DVR Set-Top Box Rental Promotion for 24 months?

You can enjoy the 50% off HD DVR Set-Top Box Rental Promotion for 24 months upon an upgrade or re-contract to a TV content pack. However, please note that the promotion however cannot be enjoyed if your HD DVR is on a promotional or discounted price

I am a Fibre Entertainment Bundle+ subscriber and would like to upgrade my Singtel TV content pack to enjoy 50% off HD DVR Set-Top Box Rental Promotion for 24 months. Do I have to nominate my Singtel Mobile as the First Mobile Line (keyline) to enjoy the promotion?

No, you are not required to nominate your Singtel mobile line as the First Mobile Line to enjoy this DVR promotion. You can enjoy the 50% off HD DVR Set-Top Box Rental Promotion for 24 months upon an upgrade or re-contract to a TV content pack.

I am a Singtel Circle subscriber however I am currently subscribed to a HD DVR set-top box. Can I still enjoy the 50% off HD DVR set-top box Rental Promotion for 24 months?

You can enjoy 50% off HD DVR Set-Top Box Rental Promotion for 24 months upon an upgrade or re-contract to a TV content pack. However, please note that HD DVR promotion however cannot be enjoyed if your HD DVR is on a promotional or discounted price.

Stingray Music

What is Stingray Music?

Stingray Music is a Canada based music service that offer commercial-free audio channels via web and mobile app. From June 2017, you will be available to access Stingray Music through your Singtel TV set-top box, Stingray Music Mobile App and Stingray Music Web Player.

Who is eligible to subscribe for Stingray Music?

Stingray Music can only be accessible for Singtel Circle customers.

The following customers are not eligible to access Stingray on their set-top boxes:

- (1) Standalone TV customers
- (2) Customers with set-top box connected to a different router from their Singtel Fibre Broadband service
- (3) Customers with set-top box on ADSL.

How do I access Stingray Music?

Stingray Music can be access via Singtel TV Box, Stingray Music Mobile App and Stingray Music Web Player.

What devices can I use to access Stingray Music?

Mobile or tablet that operates iOS (iOS 7.0 or later) or Android (Android 4.0.3 or above) Operating System.

How do I authenticate my mobile Stingray Music app through Singtel TV?

You can authenticate the app with the QR code or a 4 digit numeric code displayed on your TV. Authentication is required every 180 days.

Can we authenticate through username/email address on mobile app & web player?

No. The sequence of authentication must be:

1st: Singtel TV Set-Top Box to Stingray Music Mobile App

2nd: Stingray Music Mobile App to Stingray Music Web Player.

How many Channels/Stations for Stingray Music?

There are 11 Channels / 50 Stations for Stingray Music.

How many devices can I access Stingray Music with?

There are no limits to the number of devices you can use to access Stingray Music. Authentication is required for all devices.

Do I need internet connection to access Stingray Music?

Yes, you will require internet connection to access Stingray Music on your mobile device and/or web player.