



## Singtel x Perplexity Frequently Asked Questions

### 1. What exactly can I get when I redeem this reward?

You'll get 12 months of Perplexity Pro (worth ~SGD270), for free! Search smarter with an AI-powered tool that gives real-time answers to your questions with information from across the Internet, all in a single response.

### 2. What is Perplexity AI?

Perplexity is an 'answer engine,' combining a search engine with an AI chatbot-style interface. When you ask Perplexity a question, its technology searches the web for the most relevant sources of real-time information and then summarises the details into one single, clear answer. There's no need to go through lines of search results — just ask a question and it does the work for you.

Learn more here: <https://www.perplexity.ai/hub/faq/what-is-perplexity>

### 3. What is Perplexity Pro?

You can upgrade your search experience on Perplexity Pro, with:

- Advanced research capabilities that can answer more robust and complex questions
- Searching with premium AI models from Perplexity, OpenAI, Anthropic, and others
- File analysis on PDFs, CSVs, images, and more

Learn more here: <https://www.perplexity.ai/hub/faq/what-is-perplexity-pro>

### 4. Who is eligible for this reward?

This reward is available to all Singtel postpaid mobile, broadband and/or TV customers! We may extend it to other customer segments in the future, so stay tuned for more updates.

Already an existing Perplexity user on the free standard version? No worries, you'll still be able to redeem this reward! However, you must be new to Perplexity Pro and have not applied for a paid subscription of Perplexity Pro or used a trial version of Perplexity Pro prior to redemption.

You'll need to remain a Singtel postpaid mobile, broadband and/or TV customer for the full duration of your free Perplexity Pro subscription.

### 5. How long is the reward available for?

This reward can only be redeemed from 13 January 2025 to 13 July 2025 – hurry and redeem yours now!

### 6. How do I redeem my reward?

You have to redeem it through My Singtel app. Simply visit My Singtel app > "Rewards" > "Singtel Exclusive" and tap on the reward to claim your free 12-month subscription to Perplexity Pro.



**7. I'm a new customer to Singtel. Am I eligible for this reward?**

You can redeem your reward as long as you are a Singtel postpaid mobile, broadband and/or TV customer! We may extend the reward to other customer segments in the future, so stay tuned for more updates.

**8. What if I do not have My Singtel app?**

You should get the My Singtel app to redeem and enjoy this reward. We also highly recommend getting the app so you can better manage your Singtel services, view bills and redeem rewards. Download it here from the [App Store](#) or [Google Play](#).

**9. What if I'm not a Singtel mobile, broadband and/or TV customer? Can I still redeem the reward?**

We are working to bring this reward to as many of our customers as possible – stay tuned for more updates!

If you cease to be a Singtel mobile, broadband and/or TV customer anytime during your redeemed free Perplexity Pro subscription, we reserve the right to suspend / terminate such subscription.

**10. How do I know if I have successfully redeemed my Perplexity Pro subscription?**

You can check if you've redeemed your reward by looking out for the following:

- If you're on mobile, you'll see a "Perplexity Pro" banner on the Perplexity app's home page.
- If you're using Perplexity on the web instead, you'll see a "Pro" banner around your user icon on the bottom left-hand corner of the homepage.

**11. How long will my free Perplexity Pro subscription be for?**

You'll get to enjoy Perplexity Pro for 12 months, starting from the day you redeem the reward on the Perplexity platform.

**12. Can I cancel my free 12 months Perplexity Pro subscription?**

Yes, you can cancel your free Perplexity Pro subscription (without incurring any charges) and it will not automatically renew at the end of your 12 months free Perplexity Pro subscription. To cancel, please refer to and comply with Perplexity's terms and conditions available at <https://www.perplexity.ai/hub/legal/terms-of-service>. Your cancellation must be made before the end of your 12 months free Perplexity Pro subscription.

**13. What happens after my free Perplexity Pro subscription ends?**

Don't worry, unless you choose to continue your Perplexity Pro subscription on a paid basis, you'll not be charged after the free 12 months Perplexity Pro subscription - your account will instead automatically return to the free standard version, and you can continue using Perplexity AI with its standard features.

**14. Can I use Perplexity Pro on multiple devices?**

Yes, you can sign in to your Perplexity account on multiple desktop and mobile devices.



**15. I'm facing issue with Perplexity in-app. What should I do?**

You may reach out to [support@perplexity.ai](mailto:support@perplexity.ai).

**16. I can't redeem the promo code on Perplexity's platform accessed in-app via the My Singtel App. What should I do?**

If you experience any issues with the promo code redemption applied on Perplexity's platform accessed in-app via the My Singtel App, try using a separate web browser outside of My Singtel App and visit <https://www.perplexity.ai/join/p/singtel> and apply your promo code to redeem.



## Singtel x Perplexity Terms & Conditions

	<p>By redeeming the reward (a trial 12 months Perplexity Pro offer) brought to you by Singtel Mobile Singapore Pte. Ltd. and SingNet Pte Ltd and such other affiliates of Singapore Telecommunications Ltd as may be determined by us, you accept and agree to be bound by the following terms and conditions:</p>
<b>T&amp;Cs</b>	<p>Only Singtel customers with a subscription to at least one (1) Postpaid Mobile Service, Fibre Broadband Service or TV service may redeem this reward. You must maintain at least one (1) Postpaid Mobile Service, Fibre Broadband Service or TV service for the full duration of the free 12 months Perplexity Pro subscription.</p> <p>This offer is valid only for new Perplexity Pro subscribers who have not previously created a Perplexity Pro account or previously redeemed a trial Perplexity Pro offer.</p> <p>Your access and use of Perplexity Pro is subject to Perplexity's <a href="#">Terms of Service</a> and <a href="#">Privacy Policy</a>.</p> <ul style="list-style-type: none"><li>- This reward / offer is non-transferable and cannot be combined with other promotions or discounts.</li></ul>
	<p><b>Promo Code Access and Use</b></p> <ul style="list-style-type: none"><li>- You may see and access the reward on the My Singtel app (and such other Singtel platforms as may be determined by us from time to time).</li><li>- The unique promo code provided to you can only be used once on Perplexity's platform.</li><li>- It can only be used by you. You shall not share the promo code with anyone else.</li></ul> <p><b>Reward Redemption Period</b></p> <ul style="list-style-type: none"><li>- This reward can only be redeemed, using the unique promo code provided to you, from 13 January 2025 to 13 July 2025 (or such other date as may be determined by us).</li></ul> <p><b>Free Perplexity Pro Subscription Period</b></p> <ul style="list-style-type: none"><li>- If you redeem this reward, your free Perplexity Pro subscription will commence on the date you redeem this reward on the Perplexity platform ("Commencement Date") and expire twelve (12) calendar months from the Commencement Date ("Expiry Date"), unless earlier terminated pursuant to these terms and conditions.</li></ul> <p><b>Perplexity Pro Subscription Renewal</b></p> <ul style="list-style-type: none"><li>- If you wish to continue with your Perplexity Pro subscription after the Expiry Date, you may subscribe to a paid Perplexity Pro subscription commencing after the Expiry Date. If you do not choose to renew your Perplexity Pro subscription, your free Perplexity Pro subscription will automatically expire on the Expiry Date and your Perplexity account will revert to the free</li></ul>

standard version such that you will no longer have access to Perplexity Pro features.

- You will be notified by Perplexity before the Expiry Date about the renewal option. To continue using Perplexity Pro after the Expiry Date, users must subscribe to a paid Perplexity Pro subscription at the then-current rate chargeable to you by Perplexity.

**Cancellation and Termination of Free Perplexity Pro Subscription:**

- You may cancel your free 12 months Perplexity Pro subscription (without incurring any charges) such that it does not automatically renew at the end of your 12 months free Perplexity Pro subscription. Such cancellation is governed by and shall be in accordance with Perplexity's terms and conditions available at <https://www.perplexity.ai/hub/legal/terms-of-service>. Your cancellation must be made before the Expiry Date.
- If you do not have at least one (1) Postpaid Mobile Service, Fibre Broadband Service or TV service at any time during the free 12 months Perplexity Pro subscription, Singtel may request Perplexity to immediately suspend and/or terminate your free Perplexity Pro subscription before the Expiry Date, without prior notice to you.

Perplexity AI, Inc is a separate entity from Singtel and its entities, and is not associated with the business of Singtel and its entities. The Perplexity service, subscription and platform are provided by Perplexity AI, Inc and its entities. Singtel and its entities are not involved in providing any of the Perplexity service, subscription and platform. All matters concerning the Perplexity service, subscription and platform shall be handled by or made directly to Perplexity AI, Inc and its entities. Singtel shall not be liable to you in any way whatsoever for any matter arising from, relating to and/or attributable to the products and/or services of Perplexity AI, Inc and its entities.

Your subscription to and use of Perplexity Pro shall be subject to and in accordance with Perplexity's terms and conditions and policies (including without limitation Perplexity's Terms of Service and Privacy Policy). Please read these reward terms and conditions in conjunction with Perplexity's terms and conditions and policies.

Notwithstanding anything to the contrary in these terms and conditions and to the fullest extent permitted by applicable laws, Singtel shall not be responsible or held liable for or in respect of any losses, damages, injuries, liabilities, expenses, costs, claims or other consequences of whatsoever nature (including without limitation any special, indirect or consequential losses and any loss or damage to property) (collectively "Losses") suffered or incurred directly or indirectly by you in connection with your redemption and/or use of this reward / offer however caused or arising, including but not limited to any Losses arising from:

- i. any breach, defect, deficiency or failure by Perplexity AI, Inc and its entities and Perplexity products and services; or



	ii. any event beyond Singtel's reasonable control; whether by reason of or on account of any act or omission whether negligent or otherwise on the part of Singtel (to the extent limited by law), even if Singtel is advised of the possibility of such Losses.
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Singtel may, at any time, in its sole discretion and without prior notice or liability to any party, vary, modify and/or amend these terms and conditions or postpone, suspend, modify, discontinue or withdraw this reward / offer for any reason. Your continued redemption and/or use of this reward / offer following any such amendments will constitute your acceptance of all such amendments.

Singtel Data Protection Policy (<https://singtel.com/data-protection>) and Singtel General Terms & Conditions (<https://singtel.com/terms-general>) apply.

By redeeming the reward, you agree and acknowledge that your personal data may be collected, processed, stored, disclosed or otherwise used by Singtel and its affiliates for the purposes of providing, conducting, administering and analysing this reward / offer, performing market analysis and developing and improving your user experience and our other rewards / offers to you, and is subject to Singtel Data Protection Policy (<https://singtel.com/data-protection>) and Singtel General Terms & Conditions (<https://singtel.com/terms-general>) and consent to such collection, processing, storage, disclosure and use for such purposes.

This reward / offer, these terms and conditions, and your relationship with Singtel hereunder shall be governed by, and interpreted in accordance with, Singapore law and you agree to submit any claim, dispute or controversy arising out of or in connection with this reward / offer and/or these terms and conditions to the exclusive jurisdiction of the courts of Singapore.

*Updated as of 8 January 2025*