



FAQs:

1. Why is Singtel suddenly charging for Email?

In our commitment to serve you better, we are constantly evaluating our current range of products and services to suit our customers' changing demands. As such, certain products and services might be subject to removal. We are replacing our old email system with a newer platform in order to serve our customers' needs better.

2. Who is required to pay for SingNet Email?

From 28th February 2018, Singnet Email will be offered as an add-on at \$6.90/mth to customers who are signing up for a new or re-contracting a Fibre plan. Existing SingNet email users will be progressively notified of their email account(s) cessation date.

3. How will this new charge affect me?

We will be reaching out to affected customers progressively with a service cessation date. Upon the service cessation date, you will not be able to access your email account and your email content will be removed. We encourage you to back up your emails during this transition. We encourage you to sign up for the chargeable email service at the earliest date to avoid service disruption.

[Click here](#) for the step by step guide to back up your email content.

4. What if I do not wish to keep my email address but need some time to sort out my email contents?

For customers who are re-contracting their Fibre plan, you are given 3 months to back up your email contents. For other affected customers, please refer to the mailer for your service cessation date.

5. What will happen to my existing email account(s) after I upgrade to the new email platform?

Your existing email content and contents will be migrated to the new platform seamlessly and you will enjoy up to 10GB email storage space. However, you are still encouraged to do the necessary back-up.

6. What will happen to my supplementary email account(s)?

Supplementary email accounts are not affected as it's a paid service.