



Singtel Circle Benefits

What is Mobile Plan Discount Benefit?

Eligible* Singtel Circle customers get to enjoy discounts on your mobile plans. The amount of mobile plan discounts you can enjoy is dependant on the number of mobile lines you have nominated.

No. of Nominated Mobile Line(s)	1	2	3	4	5
Mobile plan discounts	10%	15%	20%	25%	30%

What other Singtel Circle Benefits are there?

- Singtel Keyline Combo (Non-CIS) Plan Customers will be able to enjoy the below Singtel Circle Benefits.
 - Free Sunday Data
 - Annual early recontract fee waiver worth \$350
 - Promotional rate for DataMore sign up
 - 50% off New MobileShare sign up
 - Free Stingray music on Singtel TV
 - Mobile Plan discount
 - 15% off V019 Calls
- Other Non-Combo Keyline & Non-Keyline Customers will be able to enjoy the below Singtel Circle Benefits.
 - Free Sunday Data
 - Promotional Rate for DataMore sign up
 - 50% off New MobileShare sign up
 - Nominated for line count

Eligibility and Nomination

Which Mobile Plan can I nominate and enjoy discounts?

- These plans are eligible for nomination and can enjoy mobile discounts upon successful nomination.
 - Combo Plans (Combo 2,3,6,12)
- These plans are eligible for nomination but would not be able to enjoy mobile plan discounts. However, you can nominate them to contribute to the line count, so that the eligible mobile plans can enjoy greater discounts.
 - XO Plans: XO Plus (XO Plus 50, XO Plus 68, XO Plus 88, XO Plus 118, XO Plus 168)
 - Lite (2GB), Value (3GB), Plus (4GB), Prestige (with 12GB Local Data)
 - Easy Mobile Plans:

Mobile Nomination	Combo Plans	XO / XO Plus Plans	CIS Plans	Flexi Plans	Easy Mobile Plans	Sim Only	Mobile Share
Eligible for Key Line	Yes	No	No	No	No	No	No
Eligible for Discounts	Yes	No	No	No	No	No	No
Eligible for Nomination	Yes	Yes	Yes	Yes	Yes	No	No



All other plans (including Sim Only, MobileShare & CIS Plans) would not be able to be enjoy further mobile discounts. Combo Plan will also not be able to enjoy Mobile discounts if they are already enjoying other discounts e.g. Silver discounts, Youth plan promotions, card discounts)

Who can be eligible for Singtel Circle Benefits?

- Keyline customer who have subscribed to Fibre Home Broadband bundle, Singtel TV & Mobile under the same customer NRIC.
- Keyline customer can enjoy Singtel Circle benefits and nominate other eligible Singtel mobile lines to enjoy the mobile plan discount
- CIS customers are not eligible for yearly handset upgrade.

Who is eligible to be a Key line customer?

- Keyline customer must have a Fibre Home and Singtel TV Plan bundle plan together with the Mobile Line subscribed under the same customer NRIC.
- Only Combo Plan (Combo 2,3,6,12) is eligible for key line mobile benefits.

The Fibre Home & Singtel TV Bundle is subscribed under my name. Can I nominate another mobile line (which is not subscribed under my name) as the Keyline?

- No, you can't. The Key Mobile Line, together with the Fibre Home and Singtel TV Bundle must be subscribed under the same customer's NRIC.

Am I eligible for Singtel Circle Benefits (non-Keyline)?

- You are eligible for Singtel Circle Benefits if your Mobile line has been successfully nominated for Singtel Circle Mobile Plan discounts.
- Mobile Service number is eligible to be nominated if the NRIC or Billing address is the same as the address of the Fibre Bundle account holder.

Summary of Benefits and Eligibility

Singtel Circle Mobile Benefits	Keyline	Non-Key-Line						
	Key Line Combo (Non-CIS)	Combo Plans	XO / XO Plus Plans	CIS Plans	Flexi Plans	Easy Mobile Plans	Sim Only	Mobile Share
Eligible for Nomination (Total 5 nominated lines)	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Free Sunday Local Data	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Mobile Plan Discounts (Cannot be combined with other price plan discounts)	Yes	Yes	No	No	No	No	No	No
50% off Mobile Share & DataMore	Yes	Yes	Yes	No	No	No	No	No



Annual early handset recontract waiver of \$350	Yes	No	No	No	No	No	No	No
15% of V019 Calls	Yes	No	No	No	No	No	No	No

Singtel Circle TV Benefits.	Who is eligible?	Eligible TV or Fibre Plans
50% off HD DVR Set top Box for 24 months	All Singtel TV Customers (no nomination required)	Singtel TV Starter packs and packs of higher value than Starter Pack TV select is not eligible
Stingray music	Singtel TV customers using Singtel Fibre Broadband	Any Singtel Fibre Broadband Plan & Singtel TV Bundle Pack

Nomination

I would like to nominate. How do I do it?

You can submit a nomination and check the status via the following modes.

- Portal: <https://www.singtel.com/personal/my-account/manage-accounts/multiline-nomination>
- Singtel shops
- Hotline: 1688

Please note that nomination is not automatic upon signing up or re-contracting of your plan. If you have changed your mobile plan to a non-eligible mobile plan, your Singtel Circle Mobile benefits will be ceased also.

I have recently moved to a new house. Will my Mobile Plan discounts drop?

You can re-nominate your mobile plans after your relocation to continue enjoying Mobile Plan discount on plans eligible for discount.

I recently changed from XO Plan to Combo Plan. However, I do not enjoy Mobile Plan discounts.

You must re-nominate your mobile lines after changing to an eligible plan to continue enjoying Mobile Plan discount.

I suspended my line and reconnected it 3 months later. Will my mobile line be automatically nominated to enjoy Singtel Circle benefits again?

Line nomination is ceased when you suspend your line or has been suspended from non-payment. You will have to re-submit your mobile line nomination to resume your Singtel Circle benefits.

I have transferred the ownership of my Singtel TV to my brother living in another house. Are my mobile lines still entitled to Singtel Circle benefits?

No, your mobile lines will not be eligible for Singtel Circle.

Free Sunday Local Data Benefit

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

Free data will be available to you on the Sunday of the following week.

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 (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 Sundays?

As your local data usage is waived on Sundays, 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?

Your data usage on Sunday will be throttled as determined by our Fair Usage Policy.

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.

My mobile line is already nominated. Will the MobileShare 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.

MobileShare & DataMore Promotion

What is the MobileShare & DataMore promotion for Singtel Circle?

Nominated Mobile lines will be able to enjoy New MobileShare (24 months contract) and DataMore (12 months contract) at 50% off the usual retail price.

Who is eligible for DataMore and MobileShare promo?

The promotion is only applicable for customers on Combo and XO plans.

How do I subscribe to the DataMore 50% off promo?

You may do so by calling 1609 or by visiting any of our Singtel Shops. You may locate the nearest Singtel Shop to you at: <https://www.singtel.com/store-locator>.



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

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

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

No, MobileShare is not eligible to sign up for DataMore add-on. DataMore add-on will be terminated after you change your plan to MobileShare.

However, you can sign up for DataMore add-on with the main line linked to the MobileShare 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 the "Manage Add-Ons" tab for more information.

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

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

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

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

HD DVR Set-Top Box Promotion

What is the HD DVR Set-Top Box promotion?

Fibre Home Broadband + Singtel TV Bundle subscribers can enjoy 50% off HD DVR Set-Top Box rental for 24 months, at \$6.45/mth(U.P. \$12.90/mth), upon sign up or re-contract to a prevailing Singtel TV content pack.

However, please note that the HD DVR Set-Top Box must be the first Set-Top Box in order to enjoy the promotion. Promotional discount will only apply for the first 24 months and the regular subscription charge of \$12.90/month shall apply after the end of the promotion period.

I am currently subscribed to Fibre Home Broadband + Singtel TV Bundle; how can I enjoy the 50% off HD DVR Set-Top Box rental promotion for 24 months?

To enjoy the HD DVR Set-Top Box promotion, please sign up or re-contract to a prevailing Singtel TV content pack. However, please note that the 50% off HD DVR Set-Top box Rental promotion cannot be enjoyed if your HD DVR Set-Top box is already 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 current Fibre Home Broadband + Singtel TV Bundle and sign up or re-contract to a prevailing Singtel TV content pack.

I have recently subscribed to Fibre Home Broadband + Singtel TV 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 cannot be enjoyed if your HD DVR Set-Top box is on a promotional or discounted price.



I am a Fibre Home Broadband + Singtel TV Bundle subscriber and would like to upgrade my Singtel TV content pack to enjoy the 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 HD DVR Set-Top Box Rental Promotion. You can enjoy the 50% off HD DVR Set-Top Box Rental Promotion for 24 months upon an upgrade or recontract 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 recontract to a TV content pack. However, please note that the HD DVR Set-Top Box promotion cannot be enjoyed if your HD DVR Set-Top Box is already on a promotional or discounted price.

Stingray Music

What is Stingray Music?

Stingray Music is a Canada based music service that offers commercial-free audio channels via web and mobile app. From June 2017, you will be able 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 a set-top box connected to a different router from their Singtel Fibre Broadband service

How do I access Stingray Music?

Stingray Music can be accessed 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 (Channel 800).

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 are there 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.