



FAQs for 5G MobileShare Plus Supplementary Plan

1. What is the 5G MobileShare Plus Supplementary Plan ?

5G MobileShare Plus Supplementary Plan is a service that allows Mobile subscribers to share their plan's talktime/SMS/data bundle with loved ones and/or other devices.

Each 5G MobileShare Plus subscription comes with ultra-fast 5G access, 5GB of data shareable between the main line and its supplementary line(s) as well as its own SIM Card and unique phone number, allowing the 5G MobileShare Plus user to call, send SMSes and use data just like any other mobile subscriber. Usage by the MobileShare number is deducted from the main price plan bundle, pay-per-use charges apply on excess traffic.

2. Who is eligible for 5G MobileShare Plus Supplementary Plan subscription?

New and existing Mobile subscribers can sign up for 5G MobileShare Plus Supplementary lines, provided that the main line is subscribed to an eligible price plan. The eligible price plans are Combo, XO, XO Plus Plans and XS/S/M/L/Pro/Family Plan.

3. Do I have to pay SIM Card and Registration fees for 5G MobileShare Plus Supplementary line(s)?

Yes, for every new MobileShare Supplementary line sign up there is a one-time Registration Fee of \$10.90 and SIM Card Fee of \$38.15 (inclusive of GST).

4. How does sharing of the bundle work?

Customers can share their talktime/SMS/data bundle between the eligible mobile plan and the MobileShare line. Prevailing pay-per-use charges apply upon exceeding the price plan allowance.

5. How many 5G MobileShare Plus plans can I sign up for my mobile line?

Customers may subscribe up to 3 supplementary lines. Note the line cap of 6 lines per customer, inclusive of supplementary plans.

6. If I apply for AutoRoam on my main line, will the 5G MobileShare Plus line automatically be able to share the AutoRoam service as well?

No, the AutoRoam service will only be activated for the main line. Customer will have to subscribe to AutoRoam on the 5G MobileShare Plus line if needed.

7. Can I use my 5G MobileShare Plus line when I travel overseas?

Yes, customers may subscribe to our available roaming plans on the supplementary line(s) before travelling overseas.

Note: Data roaming plans are not shareable between the main and supplementary lines.

8. Can I change mobile plans for my main line and retain my 5G MobileShare Plus line?

Yes. However if the main mobile line is changed to a non-eligible price plan (eg. Corporate plan), the MobileShare line will automatically convert to a SIM Only Starter plan (1 mth contract) at \$25.46/mth inclusive of 150 mins Local Outgoing Calls, 500 Local SMS and 20GB Local Data Bundle .



9. Can I transfer my 5G MobileShare Plus Supplementary line to someone else?

No. 5G MobileShare Plus Supplementary plans is non-transferable.

10. What will happen if I transfer my mobile line (main line) to someone else?

The 5G MobileShare Plus Supplementary Plan will automatically convert to a SIM Only Starter plan (1 mth contract) at \$25.46/mth inclusive of 150 mins Local Outgoing Calls, 500 Local SMS and 20GB Local Data Bundle.

11. Can I request to temporarily suspend my 5G MobileShare Plus line?

MobileShare supplementary lines are not eligible for TOS.

12. Can I enjoy Circle Mobile Plan Discount discounts for 5G MobileShare Plus plans?

No, MobileShare Supplementary plans are not eligible for Singtel Circle line nominations or Circle Mobile Plan discounts.