



General Terms & Conditions

1. All prices stated include 9% GST.
2. There is a one-time registration fee of \$10.90 and SIM card fee of \$21.80 for the application of a new Mobile line or additional supplementary line.
3. An administrative fee of \$10.90 applies for existing Customers who are recontracting their line. Change of a SIM card is \$21.80 for existing Customers.
4. Existing postpaid standard Mobile plan Customers under a Device Agreement can convert to Corporate Individual Scheme (CIS) Mobile plan within the first month of contract by paying a conversion fee of \$81.75.
5. The SIM Only Plan (all of which are set out below) is a post-paid Mobile Plan with a Minimum Subscription Period that does not require customers to purchase a mobile device. New customers, and existing customers who have completed their Device Agreement (if applicable) and are not on any monthly bill rebate scheme, can subscribe to the SIM Only Plan. If you were on a monthly bill rebate scheme before subscribing to SIM Only Plan, the scheme will be terminated. The Minimum Subscription Period for SIM Only Starter, SIM Only Plus and SIM Only Lite Plans is 12 months, whereas for SIM Only Core, Plus and Ultra Plans is 1 month (or such other period as we may stipulate from time to time).
6. If the SIM Only Plan subscription is terminated before the expiry of the Minimum Subscription Period (including by conversion to other Mobile Plans), an Early Termination Charge calculated as follows will apply:

Monthly subscription fee x Remaining months in the Minimum Subscription Period

If a customer switches from any of the Mobile Plans below to a SIM Only Plan, a conversion fee of S\$30.56 (in addition to any applicable Early Termination Charge) will apply. If a customer switches from a SIM Only Plan to any XS / S / M / L / Pro / Family Plans before the expiry of the Minimum Subscription Period, no Early Termination Charge will apply.
7. If the Customer wishes to purchase another discounted device ('Upgrade') after completing at least the first twelve (12) months of this Device Agreement, an upgrade device fee as set out below is applicable. If eleven (11) months or less of the device agreement have been completed, no additional discounted device will be provided. If twelve (12) months to seventeen (17) months of the device agreement have been completed on a XS/S/M/L/Pro, Combo 2/3/6 or XO Plus 50/68/88/118/168 Mobile Plan or XO Plus 52/72/92/122/172 Mobile Plan, an upgrade device fee of \$356 applies. If twelve (12) months to seventeen (17) months of the device agreement have been completed on a Family or Combo 12 or XO Plus 288 Mobile Plan, an upgrade device fee of \$509 applies. If eighteen (18) months to twenty (20) months of the device agreement have been completed, an upgrade device fee of \$203 applies. If twenty-one (21) or more months of the device agreement have been completed, there will be no upgrade device fee payable for the additional discounted device.
8. For Foreigners holding a Work Permit, Social, Student, Dependent Pass, S-Pass or Employment Pass, the pass should be valid for at least 6 months from the recontract date.
9. A deposit may be required for each new line signed up or re-contracted.
10. Please bring along your old device with any other accessories that form the basic phone package if you wish to trade-in your old device.
11. Other mobile terms and conditions apply (including Singtel General Terms and Conditions). Please visit <https://www.singtel.com/mobile-terms-and-conditions> for more info.
12. Other Singtel reserves the right to amend the Terms and Conditions without prior notice.