



## **iPhone 12 Pro and iPhone 12 Pre-Registration of iPhone FAQs**

### **Eligibility:**

#### **1. Why do I need to pre-register for the new iPhone 12 Pro and iPhone 12?**

We are aware of the strong interest in the new iPhone. Pre-registering is not a reservation and does not guarantee you the new iPhone. Pre-registering allows you to pre-order the new iPhone subjected to actual stock availability and only eligible customers will be able to pre-order the new iPhone.

In addition, pre-registering will allow us to keep you informed on latest updates and promotions for the new iPhone.

#### **2. Will pre-registering guarantee an iPhone 12 Pro and iPhone 12?**

Pre-registering is not a reservation and it does not guarantee an iPhone. Pre-registering allows you to pre-order the new iPhone subjected to actual stock availability. Pre-registering also allows us to keep you informed of the latest updates and promotions relating to the launch of the new iPhone with Singtel.

#### **3. Why do I need to submit my NRIC/FIN number to Singtel to pre-register for the new iPhone?**

To facilitate your pre-registration, Singtel collects your NRIC or FIN for the purpose of conducting necessary background credit checks with credit bureaus in order to determine your eligibility and ensure that you will be respectfully handled during your iPhone purchase process in the event of a supply constraint of the phone.

#### **4. I have multiple mobile lines under my name. Can I pre-register for all of them?**

Please note that for each pre-registration link, you can only pre-register once with your NRIC/FIN. Remember to input a contactable mobile number during pre-registration in order for us to share updates on how to pre-order and purchase the new iPhone.

#### **5. Can I amend or transfer my pre-registration details to another person?**

Pre-registration details cannot be amended or transferred. You may wish to advise the individual to pre-register with his/her details to receive updates on how to pre-order and purchase the new iPhone.

#### **6. I have pre-registered for iPhone 12 Pro or iPhone 12 but would like to purchase iPhone 12 Pro Max or iPhone 12 mini instead. Do I need to pre-register again?**

Yes, you will need to pre-register for the iPhone 12 Pro Max or iPhone 12 mini from the separate pre-register link sent to you. The process to purchase the iPhone 12 Pro or iPhone 12 will be the same as iPhone 12 Pro Max or iPhone 12 mini.



**7. I have pre-registered for iPhone 12 Pro Silver 256GB but would like to purchase a different model / color / capacity instead. Do I need to pre-register again or can I change my preferred model for when pre-ordering?**

Yes, you may select your preferred model for purchase during pre-order, however, please note that this is subjected to actual stock availability.

**8. My mobile line is registered under my father, can I pre-register if the account is not under my name?**

Yes, sure you can. Please note that you will still need to submit your father's NRIC/FIN details to pre-register for the new iPhone.

**9. I have successfully pre-registered. However, I did not receive any SMS or email confirmation subsequently?**

The confirmation SMS has been sent to the mobile number you have pre-registered with. The confirmation email may have been redirected to your junk folder, kindly check your junk or spam folder. You may also resend your confirmation email and SMS from the same pre-registration page. To find out more, click [here](#).

**10. I have lost my confirmation email, how can I retrieve or re-send my confirmation email?**

No worries, you can retrieve your confirmation email via the same pre-registration page. To find out more, click [here](#).

**11. I have lost my confirmation email, will I be able to pre-order an iPhone 12 Pro and iPhone 12 via the confirmation email that my friend has forwarded to me?**

You will not be able to pre-order the new iPhone using your friend's confirmation email. All confirmation emails include a unique URL tied to your NRIC. But no worries, you can resend your confirmation email from the same pre-registration page. To find out more, click [here](#).

**12. I did not pre-register for the new iPhone 12 Pro and iPhone 12, will I still be able to pre-order and purchase the iPhone 12 Pro and iPhone 12?**

Unfortunately, you will not be able to do so. However, you can still purchase the new iPhone by visiting any Singtel Shop or online at [www.singtel.com](http://www.singtel.com) when island-wide sales commence.



## **Pre-ordering the New iPhone:**

### **13. How many units of iPhone 12 Pro and iPhone 12 can be purchased at launch?**

Please note that you can purchase a maximum of two units of the new iPhone only, based on (one) NRIC/FIN used during pre-registration.

### **14. When and where can I collect my new iPhone 12 Pro or iPhone 12 after I've successfully pre-ordered it?**

The new iPhone will be available for collection from 23 October to 25 October via:

- Free Home delivery
- Free PopStation collection
- Collection at Singtel Shops and selected Singtel Retail Shops

Please stay tuned to our news bulletin at [www.singtel.com/iphone](http://www.singtel.com/iphone) for updates on iPhone 12 Pro and iPhone 12.

### **15. When will iPhone 12 Pro and iPhone 12 be available for sale island-wide and when will the prices be announced?**

We will announce more details on island-wide sales and pricing of the new iPhone soon. Please stay tuned to our news bulletin at [www.singtel.com/iphone](http://www.singtel.com/iphone) for more updates.

### **16. Can I purchase the iPhone 12 Pro and iPhone 12 at recommended retail price (RRP) without any mobile contract?**

Unfortunately, you will not be able to do so. Please note that purchase of the new iPhone is only available with a 24-month mobile contract. Please stay tuned to our bulletin for more updates. Learn more at [www.singtel.com/iphone](http://www.singtel.com/iphone).

### **17. Can I trade in my old phone when I purchase the new iPhone 12 Pro and iPhone 12?**

Yes, you can trade in your old phone at prevailing trade-in prices. Please have your old device and any other accessories ready for the trade-in. You can also use the trade-in value to offset the price of your new iPhone. However, please note that your trade-in eligibility is subjected to trade-in terms and conditions.

### **18. What kind of SIM card does the new iPhone 12 Pro and iPhone 12 require? Will there be any SIM card charges?**

The new iPhone 12 Pro and iPhone 12 requires a Nano SIM. A change of SIM card is needed if you are currently using a regular/micro-SIM card. An administrative fee of \$10.70 and SIM card fee of \$37.45 apply with a new mobile line sign-up. An administrative fee of \$10.70 applies when you re-contract your current mobile line.



**19. I would like to re-contract and purchase iPhone 12 Pro and iPhone 12. How can I check my eligibility?**

You can check your recontract eligibility via the following methods:

- a) On My Singtel app, select the recontracting mobile number and click on "Manage Plan and Add-ons" and scroll to the bottom of the page to view your Recontracting eligibility.
- b) Dial \*1688, select Option 2 in the interactive SMS menu.
- c) On My Account and select the mobile number.

**20. I am currently on the 12th month of my device contract. Am I eligible to recontract to a Combo, XO plan and how much will the Early Device Upgrade Fee be?**

Yes, you can upgrade your device after completing at least the first twelve (12) months of your current two-year (2-year) Device Agreement.

An Early Device Upgrade Fee applies as follows:

- For customers who have completed between 12-17 months of their contract: \$500
- For customers who have completed between 18-20 months of their contract: \$200

Please note customers who have re-contracted or entered into a new contract on or after 17 September 2019, they will be required to complete at least the first twelve (12) months of the two (2) years Device Agreement before they are eligible to do an Early Device Upgrade.

**21. I am currently on the 12th or 20th month of my device contract. Can I request for a waiver of the Early Device Upgrade fee to purchase the new iPhone?**

Sorry, this will not be possible. Please note that there is strictly no waiver of Early Device Upgrade Fee.