



## Terms & Conditions for Singtel Mobile Roaming KrisFlyer Miles Promotion

1. The Singtel Mobile Roaming KrisFlyer Miles Promotion (“**Promotion**”) will be available from 13 November 2025 to 31 December 2025, both dates inclusive (“**Eligible Period**”), as organised by Singtel Mobile Singapore Pte Ltd. (“**Singtel**”). The Promotion is open to Singtel Mobile Postpaid customers (both residential customers and customers on the Corporate Individual Scheme) who are eligible to purchase Singtel’s roaming services.
2. To qualify for the Promotion, participants need to purchase the ReadyRoam Neighbours, ReadyRoam Asia, ReadyRoam Worldwide, ReadyRoam Others (collectively, “**Eligible ReadyRoam Plans**”), UnlimitedRoam Neighbours 14 Days, UnlimitedRoam Asia 14 Days, UnlimitedRoam Worldwide 14 Days plan (collectively “**Eligible UnlimitedRoam Plans**”), Malaysia 5 Day Unlimited Data, India 7 Day Unlimited Data, Japan 7 Day Unlimited Data, China, Hong Kong, Macau 7 Day Unlimited Data (collectively, “**Eligible Unlimited Data Plans**”) or ReadyRoam Monthly Shareable plan (Eligible ReadyRoam Plans, Eligible UnlimitedRoam Plans, Eligible Unlimited Data Plans, ReadyRoam Monthly Shareable plan shall together be referred to as “**Eligible Plans**”). The purchase must be made via the My Singtel app or through the auto-subscription feature for ReadyRoam. Additionally, participants must complete the travels for which they purchased the Eligible Plans within the Eligible Period. Persons below the age of 18 are required to obtain their parents’ consent before participating in the lucky draw, and confirm to the organizing team that such consent has been given, by their participation in the lucky draw.
3. Twenty (20) winners will be chosen at random to each win 80,000 KrisFlyer miles (“**Prize**”). Winners must be an active Singtel Mobile subscriber as at the date they are notified that they are a winner (if applicable) in order to qualify for the prize. Each purchaser of an Eligible ReadyRoam Plan or Eligible Unlimited Data Plan shall have one (1) chance in the lucky draw, whereas each purchaser of an Eligible UnlimitedRoam Plan shall have five (5) chances in the lucky draw, and each purchaser of the ReadyRoam Monthly Shareable plan shall have ten (10) chances in the lucky draw.
4. To illustrate the eligible plans and chances:

Eligible plans	Number of chances	Chances allocated based on
ReadyRoam <ul style="list-style-type: none"> <li>• Neighbours 1GB</li> <li>• Neighbours 6GB</li> <li>• Asia 6GB</li> <li>• Worldwide 6GB</li> <li>• Others 1GB</li> </ul>	1	Per instance of subscription of each plan within the Eligible Period
UnlimitedRoam <ul style="list-style-type: none"> <li>• Neighbours 14 Days</li> <li>• Asia 14 Days</li> <li>• Worldwide 14 Days</li> </ul>	5	Per instance of subscription of each plan within the Eligible Period
Unlimited Data <ul style="list-style-type: none"> <li>• Malaysia 5 Days</li> <li>• India 7 Days</li> <li>• Japan 7 Days</li> <li>• China, Hong Kong, Macau 7 Days</li> </ul>	1	Per instance of subscription of each plan within the Eligible Period



ReadyRoam Monthly Shareable	10	Subscription prior to the expiry of the Eligible Period	

As an illustration, if you sign up and use ReadyRoam Neighbours 6GB on 14 November and 20 December, and UnlimitedRoam Worldwide on 1 December, you will be entitled to 7 chances. If you sign up and use for ReadyRoam Monthly Shareable on 1 December and ReadyRoam Others 1GB on 20 December, you will be entitled to 11 chances.

If you sign up for ReadyRoam Monthly Shareable on 13 November 2025 and you terminate before 31 December 2025, you are not eligible for the 10x chance. However, if you sign up for ReadyRoam Monthly Shareable on 13 November 2025, and you remain subscribed throughout the contest Eligible Period, you are eligible for the 10x chance.

5. The lucky draw will be conducted on 14 January 2026 at Singtel Office, 1 Serangoon North Avenue 5, Singapore 554915. Winners will be notified via a telephone call and SMS within five (5) working days after the draw date and will have to provide their KrisFlyer account details to Singtel for the purpose of crediting the KrisFlyer miles. The KrisFlyer miles will be credited into the winners' Krisflyer accounts by 31 January 2026.
  - a. The winner must provide a valid KrisFlyer account number, with the KrisFlyer account name matching the Singtel account name.
  - b. If the KrisFlyer account details provided are incorrect, Singtel will make up to two (2) attempts to contact the relevant winner(s) to send their correct KrisFlyer account details. If the winners are uncontactable or if the KrisFlyer account details are not amended by 22 January 2026, the winners' prizes may be forfeited and Singtel will be entitled to dispose of the prizes at its sole discretion.
6. The Prizes are not exchangeable for cash and not transferrable and can only be credited into the Singtel customer's KrisFlyer account. Singtel's decision is final with respect to all matters relating to the award of the Prizes and shall not be subject to review or appeal by the winners or any third party. Singtel reserves the right to replace any winner subsequently found to be disqualified for any reason, and to amend these terms and conditions of the Promotion from time to time without prior notice and without any liability. KrisFlyer miles awarded are subject to the [KrisFlyer program terms and conditions](#).
7. Singtel expressly disclaims any warranties express or implied in connection with any prizes to the fullest extent permitted by applicable laws. The prizes may be subject to additional terms and conditions, and participants agree to comply with all terms and conditions applicable to the prizes. In the event that the prize incurs any tax liability, such tax is the sole responsibility of the winner.
8. The decision of Singtel regarding any aspect of the lucky draw is final and binding and no correspondence will be entered into about it.



9. Participants are deemed to have accepted and agreed to be bound by these terms and conditions upon entry. Singtel reserves the right to refuse entry, or refuse to award the prize to anyone in breach of these terms and conditions.
10. Singtel reserves the right to hold void, cancel, suspend, or amend the lucky draw where it becomes necessary to do so.
11. Singtel, its agents or distributors will not in any circumstances be responsible or liable to compensate the winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the prize or participation in this lucky draw except where it is caused by the negligence of Singtel, its agents or distributors or that of their employees. Your statutory rights are not affected. To the maximum extent permitted by law, each participant agrees to indemnify Singtel against any losses, damages, costs, expenses, claims or liabilities of any kind arising in connection with his or her participation in this lucky draw
12. This Promotion shall be governed by Singapore law and each participant agrees to submit any claim, dispute or controversy to the non-exclusive jurisdiction of the courts of the Republic of Singapore.
13. Any trademarks, graphic symbols, logos or intellectual property contained in any materials used in connection with this lucky draw, in particular that relating to the prizes, are the property of their respective owners. Singtel and its affiliates and contractors are not affiliated with, or endorsed or sponsored by, such owners and their relevant affiliates.
14. By participating in the Promotion, participants agree and acknowledge that all personal data submitted may be collected, processed, stored, disclosed or otherwise used by Singtel and its affiliates for the purposes of conducting and administering the lucky draw and is subject to Singtel Data Protection Policy (<https://www.singtel.com/data-protection>), Singtel's General Consumer Terms and Conditions (<https://www.singtel.com/personal/terms/general-consumer-terms>), Postpaid Mobile Terms and Conditions (<https://www.singtel.com/personal/terms/postpaid-mobile-terms>), ReadyRoam and UnlimitedRoam and ReadyRoam Monthly Shareable and Unlimited Data terms and conditions shall apply as applicable. Participants consent to and authorize Singtel to use at its sole discretion, without further compensation to the participants, any of their names, addresses, personal details, photographs, videotapes or any likeness of them for packaging, promotional, advertising, announcement, marketing and/or publicity purposes (where not prohibited by written law).

**Updated on 29 December 2025**