Mobile Protect Promotion Term & Conditions

Try 3 months FREE on us: Mobile Protect is FREE for first 3 months and is chargeable at $4.90/month from 4th month onwards. There is no minimum subscription period for this promotion.

12 months or 24 months contract: Mobile Protect is chargeable at a preferential rate of $3/ month and subject to 12 months or 24 months minimum subscription period. Early termination charge of the balance months apply if termination is done within 12 months or 24 months respectively.

Singtel Cyber Protect Programme - FREE 12 months of Mobile Protect: This promotion is exclusively for eligible SME customers, with a limit of up to five (5) sign-ups per UEN. To verify eligibility, companies must submit their UEN number via the CTO-as-a-Service web portal. Mobile Protect is FREE for first 12 months and chargeable at 50% off ($2.45/ month) for the next 12 months. There is no minimum subscription period for this promotion.

Mobile Protect Service Term & Conditions

1. Mobile Protect ("Service") is a mobile add-on which provides protection against security threats at the 5G mobile network level.
2. This Service is only available for detection in Singapore and is not valid if you are travelling.
3. Eligibility. This Service is exclusively for Singtel Mobile customers with 5G Access on a 5G SIM card with 5G-compatible mobile device.
4. Termination. If you terminate the Service, the benefits shall immediately cease, and you agree to cease all use of the Mobile Protect services.
5. Sharing of data. You acknowledge that Singtel, its affiliates and/or their third party service providers may receive information about your use of the Service, including without limitation, the sites that you visit (for example, Singtel may receive a notification if you visit a website that contains malicious links). If you do not wish for Singtel, its affiliates and/or their third party service providers to receive this information, do not use the Service.
6. Protection score card. [From Sep'24] If you are the subscriber of the Service, to view the protection score card (a visual dashboard of threats), you will need to login to MySingtel app.
7. SMS Notification Alert for Non-URL threats & Threat Report Update. You should ensure that your mobile phone can receive SMS notifications. We have the right to specify or vary the scope and extent of (or otherwise discontinue) the SMS notifications from time to time without prior notice, and without being liable to you. While we aim to keep the customer updated at all times, we will not send the notification for every threat blocked real-time. It will help avoid spamming the customer with too many notifications. Alternatively, customer can also login to My Singtel app to view the threat report.
8. Security of Data. The Customer shall be solely responsible for all content and applications ("Data") stored in your devices. Singtel shall have no liability whatsoever for any loss of Data while providing the Service and Customer agrees to be responsible for backing up all customer data.

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9. Availability of the Service. While we aim for the Service to be highly reliable and available, you acknowledge that it may not be available 100% of the time. The Service is subject to sporadic interruptions and failures for a variety of reasons beyond our control, including delayed security data feeds from 3rd party partners. You acknowledge these limitations and agree that Singtel is not responsible for any damages allegedly caused by the failure or delay of the Service.

10. Automatic Updates. We may from time to time develop updates, patches, bug fixes, and other modifications to the Service ("Updates") at no cost to you. Updates may be automatically installed without providing any additional notice or receiving any additional consent from you. By accessing or using the Service, you consent to automatic Updates.

11. Warranty. Singtel will use commercially reasonable efforts to provide the Service and maintain its effectiveness. However, the Service is provided "as is" and without warranties of any kind, express or implied. Singtel does not represent or warrant that the Service is accurate, complete, reliable, uninterrupted, current or error-free. While Singtel attempts to block malicious sites and phishing sites and mitigate online security threats under the Service, we cannot and do not represent or warrant that the security protection is 100% accurate or complete. You acknowledge that Singtel is not responsible if certain malicious sites, phishing sites, botnets and/or other security threats on your Singtel mobile are not appropriately blocked. In addition, the customer remains responsible for practicing safe cybersecurity habits.

12. Liability. Singtel shall not be liable to you or any other third party for any damages, loss or liability (whether direct or indirect) in connection with the provision and/or use of the Service.

13. You agree to Singtel's collection, holding, storage, use, processing, transfer, and disclosure to any relevant third party, of your personal data and/or other information provided to Singtel, for (i) the purposes of the provision of the Service; and (ii) for one or more of the purposes set out in Singtel's Data Protection Policy (available at https://www.singtel.com/data-protection).

14. We reserve the right at any time, in our sole discretion, to make enhancements to, replace, modify, or add to the Service, including revisions to any and all specifications for the Service with or without prior notice, and without liability. In the event of Service discontinuation, we will use reasonable commercial effort to provide you with advance notice.

15. All of Singtel's general consumer terms and conditions and specific product terms and conditions (available at https://www.singtel.com/personal/terms) and Singtel's Data Protection Policy (available at https://www.singtel.com/data-protection) continue to apply with full force and effect.

16. These terms and conditions shall be governed by the laws of Singapore and each customer agrees to submit to the exclusive jurisdiction of the courts of Singapore.

Updated as of Sep 2025

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