



About Singtel CIS

1. What is Singtel CIS?
 - a. Designed to benefit employees of participating companies in Singapore, the Singtel Corporate Individual Scheme (CIS) provides exclusive discounts of up to 25% on Singtel 5G+ Phone Plans & SIM Only Plans. Each employee from the participating company can sign up to 4 CIS lines.
2. Am I eligible for Singtel CIS?

To be eligible, you need to be at least 18 years of age. To check if your company is enrolled to the Singtel CIS scheme, you may:

- a. Check with your company's HR department, or
- b. Call 1688, or reach out at www.singtel.com/help or
- c. Enquire at any [Singtel Retail Shop](#) or [Singtel Exclusive Retailer](#)

With up to 4 lines per account, your benefits can be extended to family of 4.

Signing up for CIS

1. How do I apply for a line under Singtel CIS?
 - a. You can sign up for Singtel CIS mobile services through the following options:
 - i. Singtel Shops: Flash your staff ID at any Singtel retail shop to sign up in person. You can find the nearest shop using our store locator <https://www.singtel.com/store-locator>.
 - ii. Online: Visit our Singtel Online Store [singtel.com/cis](https://www.singtel.com/cis) to sign up directly.
2. What documents do I need to sign up for CIS?
 - a. For Singapore Citizen or Permanent Resident, please bring along:
 - i. NRIC
 - ii. Staff Pass/Pay Slip/Company HR Authorisation Letter/CPF Statement
 - b. For Foreigners (Employment Pass Holder), please bring along:
 - i. Employment Pass (at least 12 months' validity) OR Work Permit Pass (at least 12 months' validity and a deposit is required)
 - ii. Staff Pass/Pay Slip/Company HR Authorisation Letter
3. Can I convert my existing Singtel Mobile personal line to CIS?
 - a. Please check your eligibility by entering your company email in [singtel.com/cis](https://www.singtel.com/cis), or enquire at any Singtel Shop. Do note that conversion fee and early upgrade fee may apply if you are still in contract.
4. How many lines can I sign up?
 - a. As a CIS customer, you can subscribe to up to 4 CIS lines, excluding mobiles share lines.
5. How can I port-in my mobile line from another service provider?
 - a. You can switch your mobile line to Singtel and retain the same mobile number by porting your line from your current provider. To do so, please do not terminate your existing mobile service. To ensure a successful switch, please clear all outstanding bills and ensure that you do not have any binding contract with the other providers. For more information, please read more in section 15. Port-in Service. <https://www.singtel.com/personal/terms/postpaid-mobile-terms>
6. What is the administrative charge for customers who recontract?
 - a. A \$10.90 administrative service charge applies when re-contracting on any phone plan with a subsidized handset.
7. Can I subscribe to a CIS Plan without purchasing a mobile phone?
 - a. Yes, you can sign up for a CIS SIM Only Plan from \$24.50/month.
8. What devices are available, how much are they, and are they in stock?



- a. For stock availability and device pricing, please visit singtel.com/cis. Alternatively, please visit any of our Singtel Retail Shops or Singtel Exclusive Retailers.
- 9. How do I check my contract eligibility?
 - a. You can easily check your contract eligibility using any of the following methods:
 - b. Login with your Singtel OnePass account. On the right side of your mobile number, click on 'Show details and usage' followed by 'Show contract end date.'
 - c. Download My Singtel app – select 'View Your Plan' under the Mobile tab to view your re-contract status.
- 10. Can I re-contract early?
 - a. Please access your account in My Singtel App to check your mobile line eligibility.
- 11. Can I downgrade or terminate my CIS subscription if it is still in contract?
 - a. Yes, but you may incur a downgrade or early termination fee. Please call 1688 or visit www.singtel.com/help for more details.