



## FAQs for Online Pre-order for Huawei P20 and P20 Pro

**1. Why did I receive this SMS/EDM?**

We would like to invite you to be the first to pre-order Huawei P20 or P20 Pro on the 02 Apr 2018. Customers who pre-order the Huawei P20 or P20 Pro will receive a SuperCharge Pack (4-in-1) on a first come first served basis, while stocks last.

**2. When is the presales for Huawei P20 and P20 Pro?**

The presales of Huawei P20 and P20 Pro will start from 02 Apr, 10am.

**3. How many units of Huawei P20 or P20 Pro can I purchase during the presales?**

Please note that you can purchase a maximum of two units of Huawei P20 or P20 Pro only under each NRIC.

**4. Will I be able to enjoy \$30 OFF my Huawei P20 or P20 Pro if I purchase online?**

Yes, this exclusive handset discount online promotion is applicable to Huawei P20 and P20 Pro.

**5. How do I collect my Huawei P20 or P20 Pro?**

Customers who have successfully pre-order their handset during the online presales from 02 April can choose to have their handset delivered to them or collect their handset at the nearest POP Stations from 04 April onwards. There is a delivery fee of \$15 for each order.

**6. Can I book a Singtel Shop appointment to purchase the Huawei P20 and P20 Pro during the online presales?**

No. Pre-order for Huawei P20 and P20 Pro is only available online.

**7. Can I purchase the Huawei P20 and P20 Pro at recommended retail price (RRP) without any mobile contract?**

Huawei P20 and P20 Pro are only available with a 24-month mobile contract on during pre-sales. You can stay tuned to our bulletin for more updates on Huawei P20 and P20 Pro RRP purchase.

**8. What kind of SIM card does the Huawei P20 and P20 Pro require? Will there be any SIM card charges?**

The Huawei P20 and P20 Pro requires a Nano SIM. Please note that a change of SIM card is needed if you are using a regular/micro-SIM card. A fee of \$37.45 (after GST) is applicable with any SIM card change.