Singtel Circle FAQs

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Eligibility and Nomination

Who are eligible for Singtel Circle benefits?
You will be eligible if you subscribe to the following fibre bundles and have nominated your mobile lines:

- mio Home
- Fibre Entertainment Bundle
- Fibre Entertainment Bundle+ (NEW)

When can I nominate a mobile line?
You can start submitting your nomination after the Fibre Entertainment Bundle+ has been activated.

Which mobile plan can I nominate?
You will need to be on the following plans to nominate:

- **Combo Plans:** Combo 1 / Combo 2 / Combo 3 / Combo 4 / Combo 6 / Combo 12
- **XO Plans** (not applicable for discount)**:** Combo XO / XO 48 / XO 78 / XO 108
- **Flexi Plans** (not applicable for discount): Lite (with 2GB Local Data) / Value (with 3GB Local Data) / Plus (with 4GB Local Data) / Prestige (with 12GB Local Data)
- **Easy Mobile Plans** (not applicable for discount)

(See detailed table on page 3 for plans that are eligible to enjoy Singtel Circle benefits)

I would like to nominate, how can I do it?
You can submit a nomination via the following modes. To check if your nomination is successful, you may login to the Nomination portal.

- Nomination portal: https://www.singtel.com/personal/my-account/manage-accounts/multi-line-nomination
- Singtel shops
- Hotline: 1688

The Fibre Entertainment Bundle+ is subscribed under my name. Can I nominate another mobile line (which is not subscribed under my name) as the Keyline?
No. Both the Fibre Entertainment Bundle+ and first Eligible Discount Line (Mobile Keyline) must be subscribed under the same customer ID.

I suspended my line and reconnected it 3 months later. Will my mobile line be automatically nominated to enjoy Singtel Circle benefits again?
Line nomination is ceased when you suspend your line. You will have to re-submit your mobile line nomination to resume your Singtel Circle benefits.

I have transferred the ownership of my Singtel TV to my brother living in another house. Are my mobile lines still entitled to Singtel Circle benefits?
No, your mobile lines will not be eligible for Singtel Circle.

Detailed Eligibility Table

In addition to a subscription to any of the afore mentioned Fibre Entertainment bundles, you can nominate your mobile lines and enjoy these Singtel Circle benefits if you are subscribed to the following plans.

Singtel Circle Benefits	Lines eligible for Nomination	Eligible Singtel Plans
Mobile Plan Discount*	Nominated Keyline** & 4 other nominated lines (Total 5 nominated lines)	• Combo Plans: Combo 1 - 12
Free Sunday Local Data		• Combo Plans: Combo 1 – 12 • XO Plans: Combo XO, XO 48 – 108 • Flexi Plans: Lite, Value, Plus, • Prestige • Easy Mobile Plans
50% off MobileShare and DataMore		• Combo Plans: Combo 1 – 12 • XO Plans: Combo XO, XO 48 - 108
Annual early recontract fee waiver worth $350 and 15% off v019 calls	Nominated Keyline	• Combo Plans: Combo 1 - 12
50% off HD DVR Set-top Box for 24 months*	All Singtel TV customers who meet minimum eligibility when they sign-up or re-contract to Singtel TV (No nomination required)	• Starter Packs and packs which are of higher value than Starters.
Stingray Music	Singtel Fibre TV customers using Singtel Fibre Broadband	• Any Singtel TV Bundle Pack or Fibre broadband plan

*Cannot be stacked on with other price-plan subscription discounts on the same product unless stated otherwise.

**Keyline or first Eligible Discount Line refers to the mobile number against which the Fibre Entertainment bundle is registered. Details on Page 5.

Free Sunday Local Data Benefit

I have nominated my mobile line successfully. When will I start to enjoy free data on Sundays?
Free data will be available to you on the Sunday of the following week.

How can I ensure that my local data usage is waived every Sunday?
Eligible customers can have their local data usage waived every Sunday from 00:00hrs and ends at 23:59hrs (Singapore Time). We recommend that you switch off and on (restart) your device in order to restart a new local data usage session to enjoy this benefit. This will ensure that your phone is not running any continuous background data session.

You will need to access local mobile data (3G/4G) through e-ideas/ Internet/ BlackBerry APNs. These would be the default APNs on your device if you have not changed your settings before.

How do I check my APN settings? What should my APN settings be?
Default settings for Singtel Postpaid smartphone customers:

APN username: e-ideas
Username: 65ideas
Password: 65ideas

Default settings for Singtel Mobile Broadband customers (dongles/tablets):

APN username: internet
Username: 65ideas
Password: 65ideas

On iOS devices, go to Settings > Cellular > Cellular Data Network > APN
On Android devices, go to Settings > Networks > Mobile Networks > Access Points Names

Will I be able to view my mobile data usage on Sundays?
As your local data usage is waived on Sundays, you will not see any consumed usage during that period on My Singtel app and on your monthly bill.

Will my surfing speed be throttled as a result of excess usage on Sunday?
Your data usage on Sunday will be throttled as determined by our Fair Usage Policy.

I stopped using data at 11:50pm on Sunday, why am I still charged for excess local data usage?
We recommend that you switch off and on (restart) your device after 12am on Sunday to ensure that your phone is not running any continuous background data session.

My mobile line is already nominated. Will the MobileShare linked to my mobile line be able to enjoy free data every Sunday?
Yes.

My mobile line is already nominated. Will my local data usage be waived if I were to use my phone for mobile hotspot/tethering on Sunday?
Yes.

Mobile Plan Discount & Keyline Benefit

What is Mobile Plan Discount benefit?
As a subscriber of Fibre Entertainment Bundle+, you and your family are eligible to enjoy discounts on your mobile plans when you nominate your mobile lines.

How many Singtel Mobile lines can I nominate under Singtel Circle?
Including the Keyline (the first line eligible for discount), you can nominate up to 5 (five) mobile lines.

How much mobile subscription discount can I enjoy on each mobile line?
The number of nominated mobile lines will determine the amount of mobile subscription savings you can enjoy. Please refer to the table below:

No. of nominated mobile line(s)	1	2	3	4	5
Savings on mobile plans eligible* for discount	10%	15%	20%	25%	30%

Mobile Nomination	Combo Plans	XO Plans (including Combo XO)	CIS Plans	Flexi Plans	Easy Mobile Plans
Eligible for Mobile Keyline (first eligible discount line)	Yes	No	No	No	No
Eligible for Discount	Yes*	No	No	No	No
Eligible for Nomination	Yes	Yes	Yes	Yes	Yes

*Mobile Plan Discount for Combo Plans cannot be stacked with other Price Plan subscription discounts (e.g. Silver discount, card discounts) unless stated otherwise.

What are Keyline benefits?
You can enjoy an annual early recontract fee waiver worth $350 and 15% off v019 calls when you nominate your Combo mobile line as the Keyline.

I am the Keyline subscriber. Can I nominate my family members' mobile lines under Mobile Plan Discount?
Yes, if you are the account holder. Only the account holder can nominate the mobile lines.

I have recently moved to a new house. Will my Mobile Plan Discounts drop?
You can re-nominate your mobile plans after your relocation to continue enjoying Mobile Plan Discount on plans eligible for discount.

I recently changed from XO Plan to Combo Plan. However, I do not enjoy Mobile Plan Discounts.
You must re-nominate your mobile lines after changing to an eligible plan to continue enjoying Mobile Plan Discount.

MobileShare & DataMore Promotion

What is the MobileShare & DataMore promotion for Singtel Circle?
Nominated Mobile lines will be able to enjoy MobileShare (24 months contract) and DataMore (12 months contract) at 50% discount off usual retail price.

Who are eligible for DataMore and MobileShare promo?
The promotion is only applicable for customers on Combo and XO plans.

How do I subscribe to the DataMore 50% off promo?
You may do so by calling 1609 or by visiting any of our Singtel Shops. You may locate the nearest Singtel Shop to you at: https://www.singtel.com/store-locator.

Can I continue to enjoy the promotional rate for DataMore add-on and MobileShare after I terminate nomination for my mobile line?
No, you will be paying for DataMore add-on and MobileShare monthly subscription at the prevailing rate from the date you terminate the line nomination.

Can I continue to enjoy the promotional rate for my DataMore add-on if I change my mobile plan from Combo plan to MobileShare?
No, MobileShare is not eligible to sign up for DataMore add-on. DataMore add-on will be terminated after you change your plan to MobileShare. However, you can sign up for DataMore add-on with the main line linked to the MobileShare if the main line is nominated and is subscribed to a Combo plan.

Will I be notified when I have successfully subscribed to Singtel Circle DataMore promotion?
No. To check if your DataMore add-on has been activated, please use My Singtel app. You should see that your total data bundle entitlement has increased. You can also go to the "Manage Add-Ons" tab for more information.

Is there any early termination penalty if I terminate Singtel Circle DataMore add-on or MobileShare?
There is a minimum subscription period of 24 months. Early termination charges will apply.

How many MobileShare lines can I sign up for my nominated mobile line?
You can sign up to a maximum of 3 MobileShare supplementary lines.

HD DVR Set-Top Box Promotion

What is the HD DVR Set-Top Box promotion?
Fibre Entertainment Bundle+ subscribers can enjoy 50% off HD DVR Set-Top Box rental for 24 months, at $6.45/mth(U.P. $12.90/mth), upon sign up or re-contract to a prevailing Singtel TV content pack.

However, please note that the HD DVR Set-Top Box has to be the first Set-Top Box in order to enjoy the promotion. Promotional discount will only apply for the first 24 months and the regular subscription charge of $12.90/month shall apply after the end of the promotion period.

I am currently subscribed to Fibre Entertainment Bundle; how can I enjoy the 50% off HD DVR Set-Top Box rental promotion for 24 months?
To enjoy the HD DVR Set-Top Box promotion, please sign up or re-contract to a prevailing Singtel TV content pack.

However, please note that the 50% off HD DVR Set-Top box Rental promotion cannot be enjoyed if your HD DVR Set-Top box is already on a promotional or discounted price

I am currently subscribed to mio Home. How can I enjoy the 50% off HD DVR Set-Top Box Rental Promotion for 24 months?
To enjoy the HD DVR promotion, please change your mio Home to a Fibre Entertainment Bundle+ and sign up or re-contract to a prevailing Singtel TV content pack.

I have recently subscribed to Fibre Entertainment Bundle+ with a Singtel TV pack (after 15 April 2016), can I enjoy the 50% off HD DVR Set-Top Box Rental Promotion for 24 months?
You can enjoy the 50% off HD DVR Set-Top Box Rental Promotion for 24 months upon an upgrade or re-contract to a TV content pack.

However, please note that the promotion cannot be enjoyed if your HD DVR Set-Top box is on a promotional or discounted price.

I am a Fibre Entertainment Bundle+ subscriber and would like to upgrade my Singtel TV content pack to enjoy the 50% off HD DVR Set-Top Box Rental Promotion for 24 months. Do I have to nominate my Singtel Mobile as the First Mobile Line (Keyline) to enjoy the promotion?
No, you are not required to nominate your Singtel mobile line as the First Mobile Line to enjoy this HD DVR Set-Top Box Rental Promotion.

You can enjoy the 50% off HD DVR Set-Top Box Rental Promotion for 24 months upon an upgrade or recontract to a TV content pack.

I am a Singtel Circle subscriber however I am currently subscribed to a HD DVR set-top box. Can I still enjoy the 50% off HD DVR set-top box Rental Promotion for 24 months?

You can enjoy 50% off HD DVR Set-Top Box Rental Promotion for 24 months upon an upgrade or recontract to a TV content pack.

However, please note that the HD DVR Set-Top Box promotion cannot be enjoyed if your HD DVR Set-Top Box is already on a promotional or discounted price.

Stingray Music

What is Stingray Music?
Stingray Music is a Canada based music service that offers commercial-free audio channels via web and mobile app. From June 2017, you will be able to access Stingray Music through your Singtel TV set-top box, Stingray Music Mobile App and Stingray Music Web Player.

Who is eligible to subscribe for Stingray Music?
Stingray Music can only be accessible for Singtel Circle customers. The following customers are not eligible to access Stingray on their set-top boxes:

(1) Standalone TV customers
(2) Customers with a set-top box connected to a different router from their Singtel Fibre Broadband service
(3) Customers with set-top box on ADSL.

How do I access Stingray Music?
Stingray Music can be accessed via Singtel TV Box, Stingray Music Mobile App and Stingray Music Web Player.

What devices can I use to access Stingray Music?
Mobile or tablet that operates iOS (iOS 7.0 or later) or Android (Android 4.0.3 or above) Operating System.

How do I authenticate my mobile Stingray Music app through Singtel TV?
You can authenticate the app with the QR code or a 4-digit numeric code displayed on your TV (Channel 800). Authentication is required every 180 days.

Can we authenticate through username/email address on mobile app & web player?
No. The sequence of authentication must be:

1st: Singtel TV Set-Top Box to Stingray Music Mobile App
2nd: Stingray Music Mobile App to Stingray Music Web Player.

How many Channels/Stations are there for Stingray Music?
There are 11 Channels / 50 Stations for Stingray Music.

How many devices can I access Stingray Music with?
There are no limits to the number of devices you can use to access Stingray Music. Authentication is required for all devices.

Do I need internet connection to access Stingray Music?
Yes, you will require internet connection to access Stingray Music on your mobile device and/or web player.