



MobileSwop Family FAQ

Product Page FAQ ([link](#))

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1. What is MobileSwop Family?

MobileSwop Family provides peace of mind with unlimited swops and device refresh for any reason for up to 3 devices (Main Device + 2 Supplementary Devices). The Main Device, registered at the time of application will be eligible for one replacement every 12-rolling month. It comes with unlimited Tech Assist for your mobile and home devices.

2. Who is eligible to sign up?

Customers who have signed up or re-contracted under a device agreement with XO Plus plan or SIM Only with IPP within the last 30 days.

3. What devices are eligible for MobileSwop Family?

MobileSwop Family is available for most smartphones, tablets or Apple/Samsung wearables purchased with an eligible mobile plan with a 2-year Device Agreement. Huawei Mate XS 5G and Huawei P50 Pocket are not eligible for enrolment.

Supplementary Devices must be models launched within the last 3 years and licensed for use in Singapore. They can be purchased from a retail store or other authorized device retailers.

4. How do I enrol the Supplementary Devices?

[Click here](#) or simply go to **My Singtel app > Manage Add-ons > MobileSwop Family > Add your Supplementary Device**

You will be guided step by step to complete the enrolment device checks.



5. Do I have to enroll the other 2 Supplementary Devices immediately? What if I have only one device available?

You can enrol the Supplementary Devices any time during the term of your MobileSwop Family subscription. If you only have one (1) device to be registered as a Supplementary Device, you can enrol it first and add on another device later during the subscription term at any time.

6. Do I need to pay for a service request?

A service fee will be charged for each service request depending on it being a swop service request or a replacement service request. Please view the relevant fees:

A service fee will be charged for each service request depending on it being a swop service request or a replacement service requested. Please find the relevant fees as follows:

Device Recommended Retail Price* ¹ (excluding GST)	Swop fee^{2 3} (including GST)	Replacement fee² ³ (including GST)	Device Refresh fee² (including GST)
\$2,000 or more (Foldable/flip devices only)	S\$500	S\$1000	S\$299
\$2,000 or more (Non-foldable/ <u>non</u> -flip devices only)	S\$300	S\$860	S\$79
\$1,500 to \$1,999.99	S\$260	S\$690	
\$1,000 to \$1,499.99	S\$170	S\$550	
\$600 to \$999.99	S\$150	S\$500	
\$599.99 or less	S\$80	S\$220	

¹For Primary/ Main Device, the RRP of the Registered Device (excluding GST) is based on the date you purchased the Registered Device, as advised in your agreement.

For Supplementary Devices, the RRP of the Registered Device (excluding GST) is based on the date it was launched by Singtel.

² The Swop Fee, Replacement Fee and Device Refresh Fee may be amended from time to time. Above fees are applicable for subscription on or after 19 August 2022.

³ Swop fee and Replacement fee indicated are for Like Mobile Devices. If you are offered Alternate Device at point of Service Request, the Swop fee or Replacement fee for the Alternate Devices will be made available to you.



7. How many swops and replacements am I entitled to? How does it work?

MobileSwop Family allows you to request for unlimited swops for the 3 registered devices anytime during the period of your subscription. You may request for 1 replacement every rolling 12 month for the Main Device only. The next request for a replacement will be available 12 months from the delivery date of your replacement device, not from the date of sign-up/enrolment.

You can still make swop requests after a replacement in respect of your Main Device.

8. What do you mean by Like Mobile Device?

As compared to your original enrolled device, the swop or replacement device is/has:

- Of similar kind, quality & functionality
- New or refurbished
- Same or greater memory
- May be of a different brand, model &/or colour
- Delivered in plain packaging marked 'not for resale' & not in the original manufacturer packaging
- Does not include any device accessories.

9. What is a device refresh service?

Device Refresh comprises of the following services:

1. Conducting deep cleaning
2. Performing a diagnostic check
3. Operating a system refresh
4. Screen replacement for:
 - front screen (for non-foldable/non-flip devices) or
 - external and internal screens (for foldable/flip devices)
5. Providing a cleaning solution kit
6. Providing a free phone accessory (e.g. screen protector)



10. How do I qualify for a Device Refresh?

Your Registered Device qualifies for a Device Refresh on the condition that the screen can be replaced without requiring any other component to be replaced or serviced.

11. What is the mode of payment for the service request fee?

You can make credit card payment upon making the service request in MobileSwop portal.

13. Is there a warranty on the swop/replaced?

Yes, there is a 6-month warranty against manufacturer malfunctions and defects starting from the date of delivery. You may make a warranty claim at www.MobileSwopUnlimited.com. Please note that detailed physical checks will be performed on the Device and the reported malfunction or defect must be present for us to process the Warranty Request.

14. Upon performing a swop or replacement, would my Original Equipment Manufacturer (OEM) warranty still be valid?

Your swop/replacement device will be covered under a 6-month warranty provided by MobileSwop. If you encounter any issues with your swop/replacement device during the warranty period, please chat with our online agent at www.MobileSwopUnlimited.com. Do note that the Original Equipment Manufacturers (OEM) warranty will be rendered void once you have made a service request unless otherwise stated by the OEM.

15. If I am a MobileSwop Family customer and I have not done any swop or replacement service request, can I enjoy the AppleCare or OEM manufacturer warranty?

Yes. However, if your device was exchanged by the OEM manufacturer, you need to walk into any Singtel Shop with the letter issued by the OEM manufacturer as proof of exchange to update Singtel on the new device IMEI number. You will also need to email a copy of your letter to MobileSwop@asurion.com as proof of exchange.



16. Is there a warranty on the device refresh device?

Subscribers are entitled to a 12-month warranty for each Device Refresh against manufacturer malfunctions and defects that starts from the date of payment of the Service Fee.

17. What happens if I want to trade in or sell off my device that has an existing MobileSwop Family subscription, can I change the enrolled device with another device?

Before trading in your old device, it is best to de-registered the enrolled device from the MobileSwop Family subscription via My Singtel app. However, if you de-register the Main Device, the Supplementary Devices will automatically be de-registered. You will not be able to register a new device or appoint a Supplementary Device in place of the de-registered Main Device.

18. What happens to my existing subscription when I recontract with Singtel?

Existing MobileSwop Family subscription will continue on your previous reg. device. If you wish to enrol your new device upon recontract, you can either

- Renew MobileSwop Family on the new device
All previous reg. devices will be de-registered. You must register the supp. devices again
- Subscribe MobileSwop Unlimited Premium on the new device
You can keep MobileSwop Family subscription on your existing devices.

19. What happened if I performed a change of ownership or change my account to a corporate account?

You will need to terminate your MobileSwop Family subscription. To terminate the MobileSwop Family, you will have to do so separately via MySingtel app.

20. What happens if my mobile plan is suspended?

In the event that your Mobile Plan is suspended (by you or Singtel Mobile, for any reason other than a lost SIM card) for more than 1 month, the service will be terminated. Early termination fees apply if the service is terminated before the end of your stipulated minimum term.



21. If I terminate MobileSwop Family in the middle of my contract, how much do I have to pay for early termination charge?

If the service is terminated before the end of the Minimum Term, you will pay an early termination fee of the Monthly Fee multiplied by the number of months left until the end of the Minimum Term.

22. Can I downgrade/upgrade my existing MobileSwop Family subscription?

No, we do not allow changing of plans from MobileSwop Family to MobileSwop Unlimited Premium and vice versa.