MobileSwop Plus/ Fam / Starter FAQs

1. **What is MobileSwop Plus, Fam and Starter?**

MobileSwop Plus is a device care service that provides you with the peace of mind to care for 2 products (1 main device + 1 wearable gadget). This program allows you to enroll your new or existing device without the need to sign up during the sales transaction.

With MobileSwop Fam, you get to enjoy additional device care for up to 4 products – including 1 main device, 1 supplementary device and 2 gadgets. Our lite program, MobileSwop Starter, provides basic care for your device with 1 swop in 12 months.

The device will be delivered to your doorstep for FREE delivery within 2 hours. You are required to pay the relevant service request fees.

Plus: Main Device & Wearable Gadget						
No. / Device Type	Plan Features					Access to Separate Device Repair Service
1 Main Device	Replacement	Swop	Device Refresh	Tech Assist	Battery Replacement	
Mobile Device	1 in 12	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Cellular Smartwatch	1 in 12	Unlimited	-	Unlimited	-	-
Cellular Tablet	1 in 12	Unlimited	-	Unlimited	-	Unlimited*
1 Wearable Gadget						
Earbuds	-	1 in 12	-	-	-	1 in 12
Smartwatch	-	1 in 12	-	-	-	1 in 12

Fam: Main Device & Supplementary Device						
No. / Device Type	Plan Features					Access to Separate Device Repair Service
1 Main Device	Replacement	Swop	Device Refresh	Tech Assist	Battery Replacement	
Mobile Device	1 in 12	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Cellular Smart Watch	1 in 12	Unlimited	-	Unlimited	-	-
Cellular Tablet	1 in 12	Unlimited	-	Unlimited	-	Unlimited*
1 Supplementary Device						
Mobile Device	-	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Cellular Smart Watch	-	Unlimited	-	Unlimited	-	-
Cellular Tablet	-	Unlimited	-	Unlimited	-	Unlimited*

*Samsung tablets only

Fam: Gadgets		
No. / Device Type	Plan Features	Access to Separate Device Repair* Service
2 Gadgets (Max 1 per category)	Swop	
Earbuds	2 in 12	1 in 12
Smart Watch		
Headphones		
Portable Gaming Console		
Smart Ring		
Laptop OR Tablet		

*Gadget Device Repair available for Samsung tablets only

Starter: Main Device						
No. / Device Type	Plan Features					Access to Separate Device Repair Service
1 Main Device	Replacement	Swop	Device Refresh	Tech Assist	Battery Replacement	
Mobile Device		1 in 12	1 in 12	Unlimited	-	-
Cellular Smartwatch		1 in 12	-	Unlimited	-	-
Cellular Tablet		1 in 12	-	Unlimited	-	-

2. **<u>Can I add additional devices or gadgets to my plan?</u>**

Yes! MobileSwop add-on device allows you to register 1 additional mobile device to your MobileSwop Plus or MobileSwop Fam plans for $4.90 per month.

MobileSwop add-on 3 gadgets allows you to register 3 additional gadgets to your MobileSwop Plus or MobileSwop Fam plans for $4.90 per month.

Add-ons can be included to your plan anytime, as long as you have an active MobileSwop plan. Simply head to Singtel retail stores or via the Singtel App.

Add-ons								
No. / Device Type			**Plan Features**					**Access to Separate Device Repair Service**
	Price	**Max no. of add-ons**	**Replacement**	**Swop**	**Device Refresh**	**Tech Assist**	**Battery Replacement**	
Add-on 1 Device (SIM-enabled)	$4.90	3	-	2 in 12	Unlimited	Unlimited	Unlimited	Unlimited
Add-on 3 gadgets (1 per category) Earbuds Smartwatch Headphones Portable gaming console Smart ring Laptop OR Tablet	$4.90	1	-	2 in 12	-	Unlimited	-	1 in 12

Add-on limits are separate from the main plan entitlements

3. **<u>Is there a limit to the number of add-ons that I can sign up for?</u>**

Yes, you can add up to a maximum of 3 Mobile Devices and 3 gadgets to each plan.

4. **<u>What products are eligible for MobileSwop Plus / Fam / Starter sign up?</u>**

For the main device, you can register either a

1. Mobile Device
2. Cellular Smart watch or
3. Cellular Tablet.

The device can be new or existing, of any device age.

For the wearable gadgets, you can register either an earbud or smartwatch. The device can be new or existing, as long as it is less than 2 years from device launch.

For the gadgets, you can register 1 per category from the following 6 categories:

- Wireless earbuds
- Wireless headphones
- Smartwatch
- Portable gaming console
- Smart ring
- Laptop OR tablet

The device can be new or existing, as long as it is less than 2 years from device launch. Do note that this excludes limited edition models and any accessories.

Please refer to the Terms & Conditions for the full details.

5. **Who is eligible to sign up?**

Customers who have signed up for an eligible mobile plan with Singtel can sign up anytime for MobileSwop Plus and Fam.

MobileSwop Starter is exclusively offered to our SIM Only plan customers.

6. **How do I register my device?**

For new devices purchased from Singtel, the device will automatically be registered into the system at the point of sale. No registration for your device is required on your end.

For all gadgets and existing devices on hand, device registration is required on the MobileSwop online portal here.

7. **Can I change my device after registration?**

For MobileSwop Plus and Fam, you are not able to change your device post registration. For MobileSwop Starter, you can change your device post registration via our MobileSwop online portal here.

8. **How do I make a service request?**

You can file a service request on the MobileSwop online portal here. A service fee will be charged for each service request depending on the service request type.

Do note that for new devices that have been automatically registered by Singtel, a service request can be filed immediately.

For existing devices and gadgets that you have self-registered, you may only make a Service Request for your registered device or gadget 30 days after it has been successfully registered in our program.

9. **How much do I have to pay for a service request?**

Please view the relevant fees below.

Mobile Devices	Tier	RRP (S$)	Swop	Replacement	Device Refresh	Device Repair	Battery Replacement
Non-foldable devices	1	< $599.99	$79	$219	$49	$149	$49
	2	$600 - $999.99	$149	$499			

	3	$1000 - $1499.99	$169	$549			
	4	$1500 - $1999.99	$199	$679			
	5	> $2000	$249	$849			
Foldable devices	1-4	Refer to service fees for non-foldable devices					
	5	> $2,000	$499	$999	$299	$349	$79
	6	>= $3,100	$650	$1300	$399	$79	$449

Gadgets	Tier	RRP (S$)	Swop	Replacement	Device Refresh	Device Repair	Battery Replacement
Earbud, Smartwatch, Laptop, tablet, Gaming console, Headphone	1	< $249.99	$59	N.A.	N.A.	$30	N.A.
	2	$250- $499.99	$99			$65	
	3	$500- $999.99	$189			$95	
	4	$1,000 - $1,499.99	$319			$160	
	5	$1,500 - $1,999.99	$529			$265	
	6	$2,000 - $2,999.99	$749			$375	
	7	> $3,000	$1,049			$525	

[1] * For Registered Devices purchased from Singtel, the RRP (excluding GST) is based on the date you purchased the Registered Device, as advised in your agreement. For all other Registered Devices, the RRP is based on undiscounted S$ retail price (excluding GST) on the date your Registered Device was launched by its original equipment manufacturer in Singapore.

[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.

10. What is the difference between a Replacement and Swop request?

A Replacement request happens when your existing mobile device is no longer in your possession.
A Swop request is when your existing device is collected, in exchange for a like mobile device (new or refurbished).

11. What is a device refresh?

Device Refresh comprises of the following services:

1. Conducting deep cleaning
2. Performing an operating system refresh
3. Operating a diagnostic check
4. Screen replacement for:
   - Front screen (for non-foldable/flip devices) or
   - External and internal screens (for foldable/flip devices)
5. Providing a cleaning solution kit
6. Providing a device accessory (e.g. screen protection)

12. 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.

Do note that tablets and gadgets are not eligible for Device Refresh.

13. What is a battery replacement service?

A battery replacement service is available for MobileSwop Plus and Fam subscribers at $49 or $79 for devices for foldable/flip devices with RRP of $2,000 or more. Do note that battery replacement is only available for mobile devices.

14. How do I qualify for a Battery Replacement?

(a) The battery replacement request can only be filed 12 months after successful device registration.

(b) The battery health must be 80% or less for Apple devices, and not graded as 'bad' for Samsung devices.

(c) The battery cannot be found to be bloated or swollen or subject to modification.

15. What happens if my Battery Replacement is not successful?

If your mobile phone is found with other damages and/or diagnosed to be ineligible for repair at our Repair Centre, you will receive a SMS notification to contact us for the next course of action.

16. How do the unlimited and 1 in 12 months limits work?

For unlimited services, you may keep requesting that particular service as long as you pay the relevant service fees.

For 1 in 12 months limits, after making that relevant service request, you can no longer make another within the rolling 12-month period. The rolling 12-month period starts upon delivery date of the first swop or replacement service request, not from the sign up of the service.

17. **I need help regarding my Service Request. Where should I go?**

You can log in to our MobileSwop portal here to chat with our live agents between 9am – 9pm daily.

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

You can pay via credit card or cash.

19. **My devices are not purchased from Singtel. Can I still sign up for MobileSwop Plus / Fam/ Starter ?**

Yes! You can sign up for MobileSwop Plus / Fam/ Starter for your new and existing devices, regardless of whether they were purchased from Singtel. They just need to be licensed for use in Singapore and purchased either by the OEM of the device, or reseller authorised by the OEM.

All your devices deserve the same peace of mind!

20. **What do you mean by Like Mobile Device for swop or replacement?**

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 except for the Apple Watch where its original package strap will be provided in case of a replacement.

21. **What is the warranty period of my device or gadget after filing for a service request?**

Please refer to the table below on the warranty period.

Service Request Type	Warranty Period
Swop (Device)	12 months
Swop (Gadget)	6 months
Replacement (Device)	12 months
Device Refresh (Device)	12 months
Battery Replacement (Device)	12 months

The warranty starts from the date of payment of service fee against manufacturer malfunctions and defects.

22. **What is the process of making a warranty request?**

You may make a warranty claim on our MobileSwop Online Portal. We will handle a Warranty Request in the same way as a Swop Request except that it will not count towards your limit and the Service Fee will not be imposed. 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.

23. **Is there a limit to the number of add-ons that I can sign up for?**

Yes, you can add up to a maximum of 3 Mobile Devices and 3 gadgets to each plan.

24. **Can I buy an add-on on its own, without signing up for MobileSwop Plus or Fam?**

No, the add-on can only be stacked on top of your existing MobileSwop Plus or Fam program. If you terminate your main MobileSwop Plus or Fam program, the add-on will also be terminated accordingly.

The add-ons are not applicable to MobileSwop Unlimited and MobileSwop Unlimited Premium, as well as MobileSwop Starter programs.

25. **Can I mix my limits for my add-on device or gadgets with my main device or gadgets?**

No, the limits of the add-ons are separate from the main device or gadgets. This allows you to get more features for your add-on products!

26. **If I terminate my Singtel mobile plan, will I still be able to keep my MobileSwop Plus or Fam subscription?**

No, once you have terminated your Singtel mobile plan, the MobileSwop subscription that is linked to your mobile plan will be automatically terminated.

To continue caring for your device, you can sign up for another Singtel plan and add on a MobileSwop service.

27. **I have terminated my MobileSwop Plus or Fam subscription. Can I still re-enrol into the program?**

Yes! You can sign up for our program via any of the Singtel stores or on the Singtel app.

28. **I have terminated my MobileSwop Unlimited Premium or MobileSwop Starter subscription. Can I sign up for MobileSwop Plus/ Fam or Starter?**

Yes! MobileSwop Plus/ Fam / Starter allows you to sign up with an existing device or gadget, hence you can sign up for our program via any of the Singtel stores or on the Singtel app.

Global Device Care FAQs (for Device Refresh)

1. **What is Global Device Care service?**

   Global Device Care service gives you peace of mind even while you are abroad, allowing you to perform device refresh service~~s~~ overseas at an additional service fee of $35 (including GST).

2. **Who is eligible for the Global Device Care service?**
   MobileSwop Plus and Fam customers who have successfully registered Apple and Samsung mobile devices on their device care program.

3. **How does Global Device Care service work?**

   Simply login to our MobileSwop portal, chat with one of our Tech Experts via the chat function, let us know you're overseas and require support, and they will prompt you to our Whatsapp channel to go through the necessary process.

   What to expect:

Step 1: Whatsapp Tech Expert will complete verification process of identity and program enrolment

Step 2: Whatsapp Tech Expert will share a list of nearby Authorised Service Providers (ASPs), accept terms & conditions and proceed to perform the device refresh service.

Step 3: Upon completion of your required service, make payment directly to the ASP for the service completed, and collect the official receipt from the ASP.

Step 4: Submit the official ASP receipt to the Whatsapp Tech Expert within 7 working days upon service date.

Step 5: You will be reimbursed via PayNow to the enrolled mobile number, after 21 working days upon receipt approval date. The reimbursement amount will be the overseas service amount less the Global Device Care service fee ($35) and relevant device refresh fees.

4. **What are the requirements for reimbursement?**

The official ASP receipt is required to have these 4 components:

1. IMEI of enrolled device

2. Device Make/model

3. Date of service completion

4. Type of service rendered

There is also a maximum reimbursement amount for the following services rendered. Do take note that reimbursements will be made in Singapore Dollars (SGD), based on the prevailing foreign exchange rate at the time of payment.

	Device type	Reimbursement amount (SGD)
Device Refresh	**Non foldable / non-flip**	$400
	Foldable / Flips	$650

5. **What countries are eligible for this service?**

Currently, we offer this service in 5 countries - Malaysia, Thailand, Australia, Taiwan, Korea. Stay tuned to this space for more upcoming countries in the future!

6. **I'm still travelling and may not be able to submit my receipt within 7 working days — what should I do?**

You can easily submit your receipt via WhatsApp from anywhere in the world. If it's not received within 7 working days, we may be unable to process your reimbursement request.

7. **Is there a warranty period on the device?**

Device refresh for mobile devices comes with free 12-month warranty. This is in respect of any manufacturing malfunctions or defects. To request a warranty, visit www.service2u.asurion.com/singtel. Fulfilment of warranty will be completed in Singapore.