



MobileSwop Unlimited / MobileSwop Unlimited Premium FAQs

Product Page FAQ ([link](#))

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1. What is MobileSwop Unlimited?

MobileSwop Unlimited is a device care service that provides you peace of mind with unlimited swops, 1 replacement and 1 device refresh for your device in any condition every year, provided you meet the eligibility criteria in the Terms & Conditions of the service. Plus, you will get to enjoy FREE delivery to your doorstep within 2 hours. You are required to pay the relevant swop or replacement service fees.

2. What is MobileSwop Unlimited Premium?

With **Premium**, you will enjoy the existing features of MobileSwop Unlimited and more! Premium customers enjoy FREE delivery to your doorstep within 2 hours and dedicated support with Tech Assist, that provides a one-stop technical solution for your device. Tech Assist allows customers to resolve any device-related issues via My Singtel app.

3. What are the subscription charges for MobileSwop Unlimited and MobileSwop Unlimited Premium?

MobileSwop Unlimited is chargeable at \$10.08/month while **MobileSwop Unlimited Premium** is at \$13.15/month and will be charged to your Singtel bill.

4. Who is eligible to sign up?

Customers who have signed up for an eligible mobile plan with a 2-year Device Agreement within the last 30 days, are eligible to sign up for the service.

MobileSwop Unlimited Premium (\$13.15/month) will be provisioned with every sign-up of an eligible mobile plan with a device at any Singtel Shop unless you choose to opt out.

5. What devices are eligible for MobileSwop Unlimited and MobileSwop Unlimited Premium sign up?

MobileSwop Unlimited and MobileSwop Unlimited Premium are available for most smartphones, (Samsung Galaxy Fold series from 19 Aug 2022), tablet or Apple Watch brought with an eligible mobile plan with a 2-year Device Agreement. They are not applicable for HUAWEI Mate Xs and HUAWEI P50 Pocket.



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/non-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	

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

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 do the unlimited swop and 1 replacement entitlements work?

You have unlimited swops and 1 replacement within a rolling 12-month period. After a swop service request, you may keep doing so as long as you pay the relevant service fees. After a replacement 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 replacement service request, not from the sign up of the service.



8. **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.

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 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.

13. **Why do I need MobileSwop Unlimited or MobileSwop Unlimited Premium when my device is covered under the manufacturer's 12-month warranty?**

The manufacturer's warranty usually covers more specific cases; you may not be able to request for a replacement device under their terms. Our service allows you to swop or replace your device for any reason, provided you meet the relevant eligibility criteria and pay the relevant service fees. You also avoid the hassle of going to the OEM service centres as the like-for-like mobile device will be delivered to you.



14. Is there a warranty on the swop/replaced device?

Yes, there is a 6-month warranty against malfunctions and defects that starts from the date of delivery. You may make a warranty claim [here](#). 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.

15. 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 the MobileSwop Unlimited/ Premium subscription. 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 OEM warranty will be rendered void once you have made a service request unless otherwise stated by the OEM.

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

Yes. However, if you have done a 1-for-1 device exchange at the OEM, you need to walk into any Singtel Shop with the letter issued by the OEM 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.

17. 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

18. I want to trade in my old device that has an existing MobileSwop subscription, what should I do?

Before trading in your old device, it is best to terminate the existing MobileSwop subscription registered on your old device via My Singtel app.



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

Your existing MobileSwop subscription extends to your previous registered device upon any recontract. You will need to sign up for a new MobileSwop plan if you'd like to care for your new device. You can care for up to a maximum of 3 devices under the same service number.

20. What happens if I recontract or change plan to a mobile plan without a device (E.g. SIM Only plan)?

Your existing MobileSwop subscription will be terminated if you recontract or change plan to one without device.

21. What happens if I perform a change of ownership or transfer my line to a corporate plan?

Your existing MobileSwop subscription will be terminated.

22. 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 subscription will be terminated. We are unable to reactivate the service.

23. If I terminate MobileSwop Unlimited and MobileSwop Unlimited Premium in the middle of my contract, will I face an early termination charge?

Yes. 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 (the "Early Termination Fee").

24. I accidentally terminated my subscription; can I reinstate the service?

If the program has been terminated for an eligible device, the service cannot be reactivated for that same eligible device.

25. Can I downgrade/upgrade my existing MobileSwop Unlimited plan?

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