



## Appointment Booking FAQ (Pay in Stores & Pay Online)

### Eligibility:

**1. I would like to recontract and purchase the new iPhone 16. How can I check my eligibility?**

You can check if you are eligible with these 2 easy steps.

- i. Open My Singtel app and select “Recontracting mobile numbers”.
- ii. Click on “Manage Plan and Add-ons” and scroll to the bottom of the page to view your Re-contracting eligibility.

Learn more [here](#).

**2. I am holding an Employment Pass or S Pass, Work Permit, Social, Student or Dependent Pass, can I make a reservation for the new iPhone 16 and purchase it?**

Yes, you can. You’ll just need to take note of and prepare the following. Do take note of the following prior to sign-up:

- You’ll need to present a copy of your identification pass for verification during the purchase.
- Your identification pass has a validity of at least 6 months from date of purchase when you sign up for a 2-year Device Agreement.
- You’ll need to present a copy of your identification pass for verification during the purchase.
- A minimum deposit of \$800 per mobile line is required upon sign up or recontract for selected plans on a 2-year mobile contract. Additional deposits may apply.



**4. I am currently on the 12th month of my device contract. Am I eligible to recontract to an XS/S/M/L/Pro/Family plan? How much will the Early Device Upgrade Fee be?**

Yes, you can upgrade your device after completing at least the first 12 months of your current 2-year Device Agreement. An Early Device Upgrade Fee only applies in the following scenarios:

No. of months completed on device agreement	Applicable Mobile Plan	Early Device Fee
11 months or less	All plans	No additional discount device provided
12 to 17 months	XS/S/M/L/Pro Combo 2/3/6 XO Plus 50/68/88/118/168 XO Plus 52/72/92/122/172	\$356
	Family Combo 12 XO Plus 288	\$509
18 to 20 months	All plans	\$203
21 months or more	All plans	\$0

Do remember to clear any outstanding payments to Singtel or your current mobile service provider in order to reserve and purchase your handset.

**5. I am currently on the 12th or 20th month of my device contract. Can I request for a waiver of the Early Device Upgrade fee to purchase the new iPhone 16?**

Sorry, this will not be possible. Please note that there will not be any early device upgrade fee waiver given.



**6. Why do I need to submit my NRIC/FIN number to Singtel to reserve my new iPhone 16 on the pre-order website?**

When you pre-order your new iPhone 16, you are both reserving the phone for purchase and signing up for a mobile service with Singtel.

To provide a mobile service, telecommunications service providers are required by the licences issued under the Telecommunications Act to maintain records that include the NRIC numbers, Foreign Identification Numbers, or passport numbers of their subscribers. As such Singtel is required to obtain the information contained in your NRIC to comply with the license conditions. For further details, please do refer to the PDPA website.

Please note that a successful pre-order also depends on stock availability of the new iPhone 16. Only eligible customers will be able to pre-order the new iPhone 16.

**Pre-ordering the New iPhone 16:**

**1. What is the difference between Pay Online and Pay at Stores?**

- Pay Online: You can make payment online and can choose between home delivery and store collection.
- Pay at Stores: You can make payment and collect your new iPhone 16 at Singtel Shops and selected Singtel Exclusive Retailers.

**2. Is a deposit required to reserve for the new iPhone 16?**

No, a deposit is not required when you reserve the new iPhone 16.

**3. How would I know if I have successfully reserved the new iPhone 16 for purchase earlier, on the pre-order website?**

You'll receive a confirmation SMS and email from us with a successful pre-order. Check your junk or spam folder if you're unable to find the email. You can also choose to get your confirmation email via the same webpage where you pre-registered earlier at [www.singtel.com/iphone](http://www.singtel.com/iphone).

**4. Why are there so few appointment slots and only selected stores available? And why are they taken up so fast?**

Thank you for your interest in iPhone 16! Due to overwhelming demand for the new iPhone 16, booking of appointment slots for the stores are on a first-come-first-served basis. We are doing our best to bring in more stocks. If you have registered your interest, you'll be given priority when new stocks arrive. Stay tuned to [www.singtel.com/iphone](http://www.singtel.com/iphone) for more updates.



**5. How many units of the new iPhone 16 can I purchase during the pre-order?**

You can purchase a maximum of 2 units of the new iPhone 16, based on your NRIC/FIN used during pre-registration. For each purchased unit, you'll need to sign up for a 24-month mobile contract or a Singtel SIM Only Plan with 12/24/36-months Singtel PayLater options.

**6. What is Singtel PayLater?**

Singtel PayLater is an interest-free instalment program that includes mobile device instalment payment plan with your Singtel bill. It is available to Singtel mobile customers who are Singaporeans or Singapore Permanent residents, aged 21 and above with a good credit rating.

**7. I would like to pre-order 2 units of the new iPhone 16. Do I need to book 2 separate appointment slots?**

No, you do not need to book 2 appointment slots. You can select the second phone that you would like to pre-order in the same appointment booking.

**8. If I did not pre-register, will I still be able to pre-order the new?**

Unfortunately, you will not be able to do so. However, you can still purchase iPhone 16 by visiting any Singtel Shop or online at [www.singtel.com](http://www.singtel.com) when it is released for sale islandwide.

**9. I would like to change to a different model / color / capacity after I pre-register. Do I need to pre-register again or can I change my preferred model when pre-ordering?**

Yes, you can select your preferred model for purchase during pre-order, however, this is subject to stock availability.

**10. I'm unable to collect my new iPhone 16 on the allocated appointment timeslot at the selected store. Can I change my appointment slot or collect it at any time after my allocated appointment slot?**

Your iPhone 16 will be reserved for you till the end of your allocated appointment timeslot. You can appoint a representative to purchase and collect your iPhone 16 on your behalf.

Your representative has to be at least 21 years old and will need to present his/her original NRIC/FIN, an authorisation letter signed by you, the front and back printed copy of your NRIC/FIN and a printed copy of the appointment confirmation slip.

**11. During the pre-order, if all the available store appointment slots are not suitable for me, are there any alternative methods for me to collect my new iPhone 16?**

In such an instance, you may choose to purchase the new iPhone 16 online and have it delivered to you.



**12. I did not manage to book an appointment for the selected store. Can I walk-in to any Singtel Shop to purchase the new iPhone 16?**

No, you can only purchase the new iPhone 16 at your selected store after making an appointment. Only customers who have made appointments will be able to purchase the new iPhone 16 at the pre-selected store. Stay tuned to [www.singtel.com/iphone](http://www.singtel.com/iphone) for more updates.

**13. Can I transfer my confirmed appointment slot to someone else?**

No, your appointment slot is non-transferrable.



#### **14. Can I trade in my old phone when I purchase the new iPhone 16?**

Yes, you can trade in your old phone at prevailing trade-in values. Please have your old device and any other accessories ready for the trade-in. You can also use the trade-in value to offset the price of your new iPhone 16.

#### **15. How do I trade in my device online?**

You can trade in your device online with the following steps:

1. Check the expected value of your trade-in device on the Shopping Cart Page.
  - i. Your trade-in value will offset the upfront payment of your new iPhone and any balance cannot be given as cash or used on accessories.
2. Check that your device matches the trade-in criteria.
3. Make sure your device is a local handset in good working condition:
  - i. No cosmetic damage.
  - ii. No damage on LCD screen, display is sharp and clear.
  - iii. It comes with original battery, charger and accompanying accessories.
  - iv. For iPhone 12 and above, battery health must be 85% and above.
  - v. iPhone must not have any non original parts.
4. Select home delivery if you intend to trade in your device.
5. Back up and erase the data from your device that you are trading in prior to the delivery.
6. Hand over the device to our courier who will check its conditions.

Should the device not meet the conditions stated above, the trade-in value will be collected back as cash payment upon delivery.

#### **16. Where can I check the availability of the new iPhone 16?**

Please stay tuned to our stock availability tab on [www.singtel.com/iphone](http://www.singtel.com/iphone) for stock updates. We update the status every 10 minutes. Refresh your webpage for the latest information.

#### **17. Can I purchase the new iPhone 16 at the recommended retail price (RRP) during reservation?**

Pre-order purchase of the new iPhone 16 is only available with a 2-year Device Agreement or a Singtel SIM Only Plan with 12/24/36-months Singtel PayLater option.

#### **18. I have received an SMS to purchase my new iPhone 16 at the Singtel Shop / Singtel Retail Shop that I have selected. Can I get it delivered to me or can I collect it at another Singtel Shop / Singtel Retail Shop location instead?**

No. Unfortunately, we are unable to change your preferred collection method once you have successfully pre-ordered your iPhone 16.



**19. I signed up Singtel Red membership after 8 September 2024, can I enjoy priority pre-order for iPhone 16?**

No, if you've signed up Singtel Red membership after 8 September, unfortunately you'll not be eligible for the priority pre-order this year for iPhone 16. However, if you are a Singtel Prestige member, you will be eligible regardless of whether you sign up for Red. You can check your membership status on the Rewards tab of My Singtel app.

**Making Payment:**

**1. I have successfully reserved the new iPhone 16 during the pre-order. When can I make payment online to complete the purchase?**

You'll receive a confirmation SMS and email from us upon successful pre-order. Check your email for steps to complete your purchase online. We will allocate a date and duration for purchase to you. A date and duration for purchase will be allocated to you.

**2. How much time do I have to make purchase and make payment for my new iPhone 16 online?**

You will have to make payment during the payment time and date assigned to you. Please check the email you would have received from us for the details. Your reserved phone may be released if you do not make payment within the allocated date and duration.

**3. I have secured an appointment for the selected store. Can I request to change my phone model at the selected store?**

No, unfortunately we are unable to change your reserved iPhone 16 model or colour once you have successfully pre-ordered.

**Collection:**

**7. Where can I collect my new iPhone 16 after I've successfully pre-ordered it?**

The new iPhone 16 will be available via:

- Home delivery at a fee of \$5 for each order
  - Singtel Prestige and Singtel Red customers who Pre-Register will enjoy free delivery.
- Collection at Singtel Shops and selected Singtel Exclusive Retailers

Please stay tuned to [www.singtel.com/iphone](http://www.singtel.com/iphone) for updates on the new iPhone 16.



**8. I have secured an appointment for the selected store. Can I arrive earlier than my scheduled appointment timeslot to purchase the new iPhone 16?**

No, please arrive at your scheduled appointment timeslot to collect your iPhone 16 as we will be serving all customers according to their pre-allocated appointment timeslots.

**9. What documents do I need to bring along for the purchase of my new iPhone 16 at the selected store?**

Please bring along your **original** NRIC/FIN together with a digital or printed copy of the appointment confirmation slip for your purchase at the pre-selected store.

For Corporate Individual Scheme customers, please bring your company pass as well as the rest of the required documents.

**10. When will the new iPhone 16 be available for island-wide sales?**

Please stay tuned to [www.singtel.com/iphone](http://www.singtel.com/iphone) for the latest updates on iPhone 16 island-wide sales.

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