



iPhone 13 and iPhone 13 Pro line up

Pre-

Registration of iPhone FAQs

Eligibility:

1. Why do I need to pre-register for the new iPhone 13 and iPhone 13 Pro line up?

We are aware of the strong interest in the new iPhone. Pre-registering is not a reservation and does not guarantee you the new iPhone. Pre-registering allows you to pre-order the new iPhone, subject to stock availability. Only eligible customers will be able to pre-order the new iPhone.

In addition, pre-registering will allow us to keep you informed on the latest updates and promotions for the new iPhone.

2. Will pre-registering guarantee an iPhone 13 and iPhone 13 Pro line up?

Pre-registering is not a reservation and it does not guarantee you the new iPhone. Pre-registering allows you to pre-order the new iPhone, subject to stock availability.

3. Why do I need to submit my NRIC/FIN number to Singtel to pre-register for the new iPhone?

To facilitate your pre-registration, Singtel collects your personal details for the purpose to determine your eligibility for signing up/recontract the service. This ensures that you will be respectfully handled during your iPhone purchase process in the event of a supply constraint of the phone.

4. I have multiple mobile lines under my name. Can I pre-register for all of them?

Please note that for each pre-registration link, you can only pre-register once with your NRIC/FIN. Please remember to indicate contactable mobile number during pre-registration in order for us to share updates on how to pre-order and purchase the new iPhone.

5. Can I amend or transfer my pre-registration details to another person?

Pre-registration details cannot be amended or transferred. You may wish to advise the individual to pre-register with his/her details to receive updates on how to pre-order and purchase the new iPhone.



- 6. I have pre-registered for iPhone 13 Pro Silver 256GB but would like to purchase a different model / color / capacity instead. Do I need to pre-register again or can I change my preferred model for when pre-ordering?**

Yes, you may select your preferred model / colour / capacity for purchase during pre-order, however, please note that this is subject to stock availability.

- 7. My mobile line is registered under my father, can I pre-register if the account is not under my name?**

Yes, sure you can. Please note that you will still need to submit your father's NRIC/FIN details to pre-register for the new iPhone.

- 8. I have successfully pre-registered. However, I did not receive any SMS or email confirmation subsequently?**

The confirmation SMS will be sent to the mobile number you have pre-registered with. The confirmation email may have been redirected to your junk folder, kindly check your junk or spam folder. You may also resend your confirmation email and SMS from the same pre-registration page. To find out more, click [here](#).

- 9. I have lost my confirmation email, how can I retrieve or re-send my confirmation email?**

You can retrieve your confirmation email via the same pre-registration page. To find out more, click [here](#).

- 10. I have lost my confirmation email, will I be able to pre-order an iPhone 13 and iPhone 13 Pro line up via the confirmation email that my friend has forwarded to me?**

You will not be able to pre-order the new iPhone using your friend's confirmation email. All confirmation emails include a unique URL tied to your NRIC/FIN. You can resend your confirmation email from the same pre-registration page. To find out more, click [here](#).

Pre-ordering the New iPhone:

- 11. How many units of iPhone 13 and iPhone 13 Pro line up can be purchased at launch?**



Please note that you can purchase a maximum of two units of the new iPhone only, with each NRIC/FIN used during pre-registration.

12. Where can I collect my new iPhone 13 and iPhone 13 Pro line up after I've successfully pre-ordered it?

The new iPhone will be available via:

- Free Home delivery
- Free PopStation collection
- Collection at Singtel Shops and selected Singtel Exclusive Retailers Shops

Please stay tuned to our news bulletin at www.singtel.com/iphone for updates on iPhone 13 and iPhone 13 Pro line up.

13. When will iPhone 13 and iPhone 13 Pro line up be available for sale island-wide and when will the prices be announced?

We will announce more details on island-wide sales and pricing of the new iPhone soon. Please stay tuned to our news bulletin at www.singtel.com/iphone for more updates.

14. Can I purchase the iPhone 13 and iPhone 13 Pro line up at recommended retail price (RRP) without any mobile contract?

Unfortunately, you will not be able to do so. Please note that purchase of the new iPhone is only available with a 24-month mobile contract. Please stay tuned to our bulletin for more updates. Learn more at www.singtel.com/iphone.

15. Can I trade in my old phone when I purchase the new iPhone 13 and iPhone 13 Pro line up?

Yes, you can trade-in your old phone at prevailing trade-in prices to offset the price of your new iPhone. Please have your old device and any other accessories ready for the trade-in. The trade-in must meet these criteria:

- Good working condition with complete original packaging with charger, battery, original accessories.
- No cosmetic damage to the mobile device, e.g. broken or missing parts.
- The LCD screen must be sharp and clear with no scratches, cracks or broken.
- Original chargers must be returned for all **Apple** devices.



The above conditions are only applicable at all Singtel Retail-shops. Singtel Exclusive Retailers will have their own trade-in values and terms and conditions. Singtel reserves the right to charge the trade-in value in the non-conformance of any of the above criteria.

16. What kind of SIM card does the new iPhone 13 and iPhone 13 Pro line up require? Will there be any SIM card charges?

The new iPhone 13 and iPhone 13 Pro line up requires a Nano SIM. A change of SIM card is needed if you are currently using a regular/micro-SIM card. An administrative fee of \$10.70 and SIM card fee of \$37.45 are applicable with a new mobile line sign-up. An administrative fee of \$10.70 applies when you re-contract your current mobile line.

17. I would like to re-contract and purchase iPhone 13 and iPhone 13 Pro line up. How can I check my eligibility?

You can check your recontract eligibility via the following methods:

- a) On My Singtel app, select the recontracting mobile number and click on "Manage Plan and Add-ons" and scroll to the bottom of the page to view your Recontracting eligibility.
- b) Dial *1688, select Option 2 in the interactive SMS menu.
- c) On My Account and select the mobile number.

18. I have purchased a iPhone 12/ Mini/ Pro/ Pro Max in October and/or November 2020, am I eligible to perform an early recontract to a Combo or XO Plus plan? How much will the Early Device Upgrade Fee be?

Yes, you can upgrade your device after completing at least the first ten (10) months* of your current two-year (2-year) Device Agreement if you have purchased an iPhone in October or November 2020.

An Early Device Upgrade Fee applies as follows:

- For eligible customers who have completed between 10-17* months of their contract: \$500
- For customers who have completed between 18-20 months of their contract: \$200

The below mentioned waiver can apply to offset the Early Device Upgrade Fee

1. Singtel Circle Keyline customers - Annual Handset Upgrade Fee Waiver of \$350
2. Customers who have completed between 10-17 months of their contract will get a promotional additional device upgrade waiver fee of \$150**



**Valid till 30th September 2021. After the promotional period, customer may upgrade to another device after completing at least the first twelve (12) months of the Device Agreement.*

*** Promotion is valid till 30th September 2021*