



**iPhone 13 and iPhone 13 Pro lineup  
Appointment Booking FAQ  
(Pay in Stores & Pay Online)**

**Eligibility:**

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

When you pre-order your new iPhone, you are reserving the phone for purchase and signing up for a mobile service with Singtel concurrently. In order 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. Singtel is required to obtain the information contained in your NRIC to comply with the license conditions. For further details, you can refer to the PDPC website.

Please note that a successful pre-order is also dependant on the stock availability of the new iPhone and only eligible customers will be able to pre-order the new iPhone.

**2. I would like to recontract and purchase the iPhone 13 and iPhone 13 Pro lineup. 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.

**3. I am holding an Employment Pass or S Pass, Work Permit, Social, Student or Dependent Pass, can I make a reservation for iPhone 13 and iPhone 13 Pro lineup and purchase it?**

Yes, of course. Do take note of the following details prior to sign-up:

- You'll need to present a copy of your identification pass for verification during the purchase.
- Please ensure that your identification pass has a validity of at least 6 months from date of purchase when you sign up for a 2-year mobile contract.
- 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 have purchased an iPhone 12/ Mini/ Pro/ Pro Max in October and/or November 2020, am I eligible to perform an early recontract to a Combo/ 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 30<sup>th</sup> 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 30<sup>th</sup> September 2021*

## Pre-ordering the New iPhone:

### 1. What is the difference between Pay Online and Pay Later?

- Pay Online allows you to make payment online, with the option of home delivery or POPStation collection and store collection.
- Pay Later allows you to make payment and collect your new iPhone at Singtel Shops and selected Singtel Exclusive Retailers.

### 2. Is a deposit required to reserve for iPhone 13 and iPhone 13 Pro lineup?

A deposit is not required when you reserve the new iPhone.

### 3. How would I know if I have successfully reserved an iPhone 13 and iPhone 13 Pro lineup for purchase earlier, on the pre-order website?

You will receive a confirmation SMS and email from us with a successful pre-order. If you are unable to find the email kindly check your junk or spam folder. Alternatively, you can choose to retrieve the confirmation email via the same webpage where you pre-registered earlier [here](#).

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

We appreciate your interest in the new iPhone. Due to overwhelming demand for the new iPhone, 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, we will give you priority when new stocks arrive. Please stay tuned to our news bulletin at [www.singtel.com/iphone](http://www.singtel.com/iphone) for more updates.

### 5. How many units of for iPhone 13 and iPhone 13 Pro lineup can I purchase during the pre-order?

Please note that you can purchase a maximum of two units of the new iPhone only, based on your NRIC/FIN used during pre-registration. Each purchased unit requires a 24-month mobile contract sign-up.

### 6. I would like to pre-order two units of for iPhone 13 and iPhone 13 Pro lineup at Singtel Comcentre. Do I need to book two separate appointment slots?



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

**7. If I did not pre-register, will I still be able to pre-order the for iPhone 13 and iPhone 13 Pro lineup?**

Unfortunately, you will not be able to do so. However, you can still purchase the iPhone by visiting any Singtel Shop or online at [www.singtel.com](http://www.singtel.com) when island-wide sales commence.

**8. 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 when pre-ordering?**

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

**9. I'm unable to collect my iPhone 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 will be reserved for you till the end of your allocated appointment timeslot. You may wish to appoint a representative to purchase and collect your iPhone on your behalf.

Please note your representative needs to be at least 21 years old and is required 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.

**10. 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?**

You may choose to purchase the new iPhone online and have your iPhone delivered to you. Alternatively, you can also choose to collect your iPhone at your nearest POPstations.

**11. I did not manage to book an appointment for the selected store. Can I walk-in to any Singtel Shops to purchase the for iPhone 13 and iPhone 13 Pro lineup?**

Only customers who have made appointments will be able to purchase the new iPhone at the pre-selected store. Please stay tuned to our news bulletin at [www.singtel.com/iphone](http://www.singtel.com/iphone) for more updates.

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

No, your appointment slot is non-transferrable.

**13. Can I trade-in my old phone at the Singtel Shop or Singtel Retail Shop that I have booked an appointment at?**

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.

**14. Are there any promotions if I pre-order the for iPhone 13 and iPhone 13 Pro lineup?**

Yes! To find out more about the available iPhone promotions, click [here](#).

**15. Can I use my vouchers to purchase the for iPhone 13 and iPhone 13 Pro lineup?**

Yes, you can. Vouchers are accepted when you purchase the **iPhone** at the Selected store. Here's the list of vouchers accepted:

- a. Singtel Price Plan vouchers
- b. Singtel Prestige Vouchers
- c. Singtel Re-contract Vouchers
- d. Singtel Rewards Vouchers
- e. Singtel-UOB Vouchers

**16. Can I combine my Singtel Prestige voucher with a Price Plan voucher to purchase the for iPhone 13 and iPhone 13 Pro lineup?**

Yes. You may combine a Singtel Prestige voucher with a Price Plan voucher to purchase the new **iPhone**. However, the new iPhone is only available with a 24-month Device Agreement and the vouchers are applicable for a single purchase only. Please note that you are unable to combine two or more Singtel Prestige Vouchers for a single purchase.

**17. [What kind of SIM card does the new iPhone require? Will there be any SIM card charges?](#)**

The new iPhone 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. From 18 – 30 September, SIM Card fee is waived upon signing up of our 5G-enabled XO Plus 68 & above plans or 5G NOW VAS.

An administrative fee of \$10.70 applies when you recontract your current mobile line.

**18. Where can I check the availability of iPhone 13 and iPhone 13 Pro lineup?**

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

**19. Can I purchase the iPhone 13 and iPhone 13 Pro lineup at the recommended retail price (RRP) during reservation?**

Please note that pre-order purchase of the new **iPhone** is only available with a 24-month mobile contract.

**20. What are the recommended browsers to use during pre-order?**



For a seamless web experience, we recommend using these browsers: Chrome v63, Safari v10, FireFox v57, Internet Explorer v11 or their latest versions. Learn how to check your current browser version [here](#).

**21. I have received an SMS to purchase my iPhone 13 and iPhone 13 Pro lineup at the Singtel Shop / Singtel Retail Shop that I have selected. Can I get my iPhone delivered to me or can I collect it at another Singtel Shop / Singtel Retail Shop location instead?**

Unfortunately, we are unable to change your preferred collection method once you have successfully pre-ordered your iPhone.

**Making Payment:**

**1. I have successfully reserved the iPhone 13 and iPhone 13 Pro lineup during the pre-order. When can I make payment online to complete the purchase?**

You will receive a confirmation SMS and email from us upon successful pre-order. Please refer to the email with steps to complete your purchase online. A date and duration for purchase will be allocated to you.

**2. How much time do I have to make payment for my iPhone 13 and iPhone 13 Pro lineup online?**

Please refer to your email for the payment date and time that is assigned to you.

**3. How long do I have to purchase my iPhone 13 and iPhone 13 Pro lineup online?**

Please refer to your email with more information on the allocated iPhone purchase date and duration. Kindly note that the reserved phone may be released if you do not make payment within the allocated date and duration.

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

Unfortunately, we are unable to change your reserved iPhone model or colour once you have successfully ordered your iPhone.

**Collection:**

**5. Where can I collect my new for iPhone 13 and iPhone 13 Pro lineup after I've successfully pre-ordered it?**

**iPhone 13 and iPhone 13 Pro lineup** will be available via:

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

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

**6. I have secured an appointment for the selected store. Can I arrive earlier than my scheduled appointment timeslot to purchase iPhone 13 and iPhone 13 Pro lineup?**

Sorry, we are afraid not. Kindly arrive at your scheduled appointment timeslot to collect your iPhone as we will be serving all customers according to their pre-allocated appointment timeslots.



**7. What documents do I need to bring along for the purchase of iPhone 13 and iPhone 13 Pro lineup 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.

**8. Can I appoint someone else to purchase the iPhone 13 and iPhone 13 Pro lineup on my behalf at the selected store?**

Yes. Your representative has to be at least 21 years old and will need to bring along the digital or printed copy of the appointment confirmation slip, an authorisation letter signed by you, the front and back printed copy of your NRIC/FIN and his/her original NRIC/FIN (E or S pass). E or S pass holders will need to present their original documents with six (6) months validity. You may download a copy of the authorisation letter from [here](#).

**9. What are the payment options available at the selected store?**

We accept cash, NETS & credit cards (Visa, MasterCard).

**10. Can I change my delivery or POPStations timing?**

Unfortunately, we are unable to change your preferred delivery date and time once you have successfully ordered your iPhone.

**11. What are the Covid-19 safety measures at the Singtel Shops / Singtel Retail Shops?**

The following measures have been put in place to ensure the safety of all our customers:

- SafeEntry is enforced when you visit your selected shop to collect your iPhone.
  - Temperature screening is required for all customers before entering our shops.
  - To ensure our customers well-being are taken care of, a limited number of customers are allowed in the shops at one time.
  - Safe distancing measures of 1 metre between each customer to be adhered
- We strongly encourage that you arrive at your selected collection time slots.

**12. When will iPhone 13 and iPhone 13 Pro lineup be available for island-wide sale by Singtel?**

Details on the start of island-wide sales for Combo and XO Plus plans will be announced at a later date. Please stay tuned to [www.singtel.com/iphone](http://www.singtel.com/iphone) for the latest updates on iPhone island-wide sales.



## **Pre order of upcoming stocks:**

- 1. I have already pre-ordered, what is the pre-order of upcoming stocks about?**  
If your preferred model is out of stock, this allows you to place a pre-order for upcoming stocks of iPhone 13 and iPhone 13 Pro lineup.  
Limited stocks available.  
Pls note that the estimated delivery for upcoming stocks will be 2 – 4 weeks and a \$200 value will be held on your credit card.
- 2. Why is there a delay?**  
Amid the global chip shortage, we experience delayed supply on the first collection on the 24 Sep 2021. We are waiting for more supply upcoming.
- 3. Is the delivery confirmed in 2-4 weeks or it is subjected for further delay?**  
Amid the global chip shortage, we may experience further delayed. We are waiting for more supply upcoming.
- 4. Will I be guaranteed set?**  
Pre-ordering for the upcoming stock is not a reservation and it does not guarantee an iPhone. It is subjected to actual stock availability.
- 5. If there are further delay, how would I be updated?**  
We will contact you via contact number you've provided when stocks arrived.
- 6. How would I be notified me when the stock arrives?**  
We will contact you via contact number you've provided to complete your order.
- 7. How can I cancel my pre-order for upcoming stock?**  
Please inform our sales consultant when you receive their follow up call to fulfil your order.
- 8. Can I have a firm date of the delivery instead of generic dates?**  
We are not able to advise on an exact date due to the global chip shortage.
- 9. Can I cancel 1 of the 2 devices which I have placed in the pre order.**  
Yes, do inform the sales consultant when u receive the call to fulfil the order.
- 10. Can I purchase more than 2 set of devices in the back order.**  
No. Each customer can only order for up to 2 set of devices.

## **Refund / Deposit related**

- 11. Based on the price plan, my iPhone should be zero value. Why I need to pay \$200 deposit?**  
The \$200 is a holding of your credit card for your pre-order for upcoming stock and no actual deduction will take place.
- 12. How can you return/refund my \$200?**  
The \$200 on hold will be released within 21 days or after the order completed.
- 13. Am I expected to pay \$200 in my next credit card bill?**  
It is only a holding amount for your pre-ordering and no actual payment is deducted.
- 14. The \$200 credit value is for how many devices which I can buy?**  
1 time holding for up to 2 devices.
- 15. What if I decided to cancel? Will my \$200 be confiscated?**  
The \$200 holding amount will be released.



**16. How fast will the \$200 be refunded to me?**

It will be released from holding within 21 days since your pre-ordering for upcoming stock or when the order is completed when our sales team has reached out to you.

**17. What if I do not have any credit card?**

Unfortunately, you can only make the pre-order for upcoming stock using a credit card.

**18. I have pre-ordered successfully can you deduct the \$200 in my upfront payment?**

No. The \$200 will be released after successful transaction.

**Others (Vouchers, Phones, Promo)**

**19. How can I use my voucher?**

Our sales team will contact you to complete your order, utilizing your available voucher upon the order.

**20. My voucher will expire before the delivery, can I still use them?**

Yes. Our sales team will advise you on your order and will advise you more.

**21. I am migrating over from other provider, is there specific action I need to do?**

Our sales team will contact you to assist on your number porting according to your pre-ordering for upcoming iPhone details you have provided.

**22. Am I still able to do trade in my old handset?**

Yes it's only available for delivery option.

**23. What will be the delivery option available?**

**iPhone 13 and iPhone 13 Pro lineup** will be available via:

- Free Home delivery
- Free POPStation collection
- Collection at Singtel Shops

**24. Will I be entitled for all the "launch" offer/promo?**

Yes. Our sales team will advise.

**25. I have filled up the details for pre-registration of iPhone 13 or iPhone 13 Pro lineup. Why do I need to fill up my details again for the pre-order for upcoming stock of iPhone 13 or iPhone 13 Pro lineup?**

You will need to fill up the details again as the pre-registration is different from pre-order for the upcoming stock of iPhone 13 or iPhone 13 Pro lineup.