



iPhone 17 Series Registration of Interest of iPhone 17 FAQs

Frequently Asked Questions

1. Why do I need to pre-register for the new iPhone 17?

We expect strong demand for the iPhone 17. Therefore, pre-registering allows you to pre-order the new iPhone 17 if you are eligible. Please note that pre-registration does not guarantee that you'll get it as it depends on the availability of stocks.

In addition, pre-registering will allow us to keep you informed on the latest updates and promotions for the new iPhone 17.

2. Will pre-registering guarantee a new iPhone 17?

No, pre-registering is not a reservation and does not guarantee that you will be able to secure it. However, it allows you to pre-order the new iPhone 17, depending on actual stock availability. Pre-registering also allows us to keep you informed of the latest updates and promotions for the new iPhone 17.

3. Why do I need to submit my NRIC/FIN number to Singtel to pre-register for the new iPhone 17?

We collect your NRIC or FIN to conduct necessary checks to determine your eligibility for pre-order.

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

You only need to pre-register once with your NRIC or FIN details. We'll keep you updated about the next steps to pre-ordering the new iPhone 17. You will be able to purchase 2 phones per NRIC or FIN number.

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

No, you cannot amend or transfer your pre-registration details to someone else. 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 successfully pre-registered. However, I did not receive any SMS or email confirmation.

We will send the confirmation SMS to the mobile number you have pre-registered with. If you are unable to find your confirmation email, please check your junk or spam folder. You may also resend your confirmation email and SMS from the same pre-registration page. Learn more [here](#).



7. I have lost my confirmation email. How can I retrieve or re-send my confirmation email?

No worries, you can resend your confirmation email from the same pre-registration page.

Learn more [here](#).

8. I have lost my confirmation email. Will I be able to pre-order the new iPhone via the confirmation email that my friend has forwarded to me?

No. You will not be able to pre-order the new iPhone using your friend's confirmation email as your email includes a unique URL tied to your NRIC. The good news is that you can resend your confirmation email from the same pre-registration page. Learn more [here](#).

9. How do I check if I am eligible to pre-order the new iPhone 17?

if you are recontracting, you can check your eligibility with these 2 easy steps.

- i. Open My Singtel app and select "Plan details"
- ii. Select "Renewal options" to view your Re-contracting eligibility.

10. When will the prices of the new iPhone 17 be announced?

We will announce more details on pricing soon. Stay tuned to www.singtel.com/iphone for more updates.

11. How many units of the new iPhone 17 can I purchase at launch?

You can purchase a maximum of 2 units of the new iPhone 16, based on (one) NRIC/FIN used during pre-registration.

12. When will the new iPhone 17 be available for sale islandwide?

We will announce more details on islandwide sales soon. Stay tuned to www.singtel.com/iphone for more updates.

13. Can I purchase the new iPhone 17 at its recommended retail price (RRP) without any mobile contract?

No, unfortunately, you will not be able to do so. Please note that purchase of the new iPhone is available via 2 options –

- i. With a 24-month mobile phone plan contract.
- ii. With a Singtel SIM Only Plan with 12/24/36-months Singtel PayLater options

Please stay tuned to www.singtel.com/iphone for more updates.



14. Can I trade in my old phone when I purchase the new iPhone 17?

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 17.

15. 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 completed months under the Device Agreement	Upgrade Device Fee (S\$)
12 to 17 months (on a Combo 2/3/6 or XO Plus 50/68/88/118/168/52/72/92/122/172 or Enhanced XS/ Enhanced S/ Enhanced M/ Priority L/ Priority Pro Mobile Plan)	356
12 to 17 months (on a Combo 12 or XO Plus 288 or Priority Family Mobile Plan)	509
18 to 20 months	203
21 months or more	No Upgrade Device Fee payable

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

16. 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?

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