



Combo XO plan FAQ

1. What is Combo XO plan?

Combo XO is Singtel's new postpaid mobile plan that offers 18GB data bundle with 300 local outgoing minutes, 300 SMS/MMS, plus a new handset at attractive prices. Incoming calls are free. A monthly subscription charge of \$78 and a device agreement term of 24 months applies.

2. Who is eligible to sign-up?

All customers signing up under NRIC/FIN are eligible to sign-up for Combo XO. Combo XO is not applicable for Corporate Individual Scheme and BRN customers.

3. Can I share my bundle from Combo XO Plan with MobileShare lines?

Yes. Each Combo XO plan is eligible to sign up to 3 MobileShare supplementary lines to share local data and local talktime/SMS bundle.

4. What are the charges if I use more than 18GB while subscribed to Combo XO plan?

If you use more than your monthly local data bundle of 18GB, excess data usage is charged at \$18 for every 18GB block and capped at \$188/month.

5. What data add-ons can I sign up for?

If you need more data, check out our DataMore add-ons to get the additional data you need at great prices.

6. Am I able to sign up for DATA X?

Subscribers of Combo XO are not eligible to sign up for DATA X.

7. If I am on a Combo plan with an existing DataX2 / DataX3 / DataXInfinity add-on within contract, can I still change plan to the new Combo XO?

Yes, you may do so. Please note that a penalty will apply for downgrades in plans. The remaining contract penalty for any DATA X 2 / DATA X 3 add-on will be waived for any successful change in plan.

Any remaining contract penalty for DATA X INFINITY add-on is chargeable for any successful change in plan.

8. Is the excess local data usage shareable to MobileShare?

Yes. All excess local data usage is shareable with all MobileShare supplementary lines tied under the principal line.



9. Is Combo XO Plan eligible for Singtel Circle benefits?

The new Combo XO plan is not eligible for any Singtel Circle benefits. To enjoy Singtel Circle benefits, you need to subscribe to Singtel TV, Broadband and any of the existing Combo 1, 2, 3, 6 and 12 plans.

The Combo XO plan is geared towards consumers who do not have Singtel Circle benefits, yet need a mobile plan which offers a big data bundle with huge phone discounts. Combo XO offers the best of both worlds for this group of customers.

If you're looking for a mobile plan that can enjoy Corporate Individual Scheme (CIS) discounts or nominate as a line count for Singtel Circle benefits, we recommend that you look at our other Combo plans (1, 2, 3, 6 and 12). These plans can have huge data bundles with our DATA X add-ons (e.g. DATA X 2 at \$5.90/mth, DATA X 3 at \$9.90/mth, DATA X INFINITY at \$39.90/mth) depending on your needs.

10. If I am on an existing Postpaid plan with Singtel Circle benefits (Keyline / Non-Keyline), can I still change plan or recontract to the new Combo XO?

Yes, you may do so. For any successful change plan or recontract to Combo XO plan, please note that all Keyline & Non-Keyline nomination / benefits will automatically cease.

11. Is Singtel-UOB MobileShare applicable for Combo XO?

Yes. The free 12 months MobileShare subscription & 50% off thereafter offer is valid for Singtel-UOB Platinum Card members who sign up for a new 24-month MobileShare contract on Combo 2/ Combo 3/ Combo 4/ Combo XO/ Combo 6/ Combo 12 charged to the Singtel-UOB Credit Card.